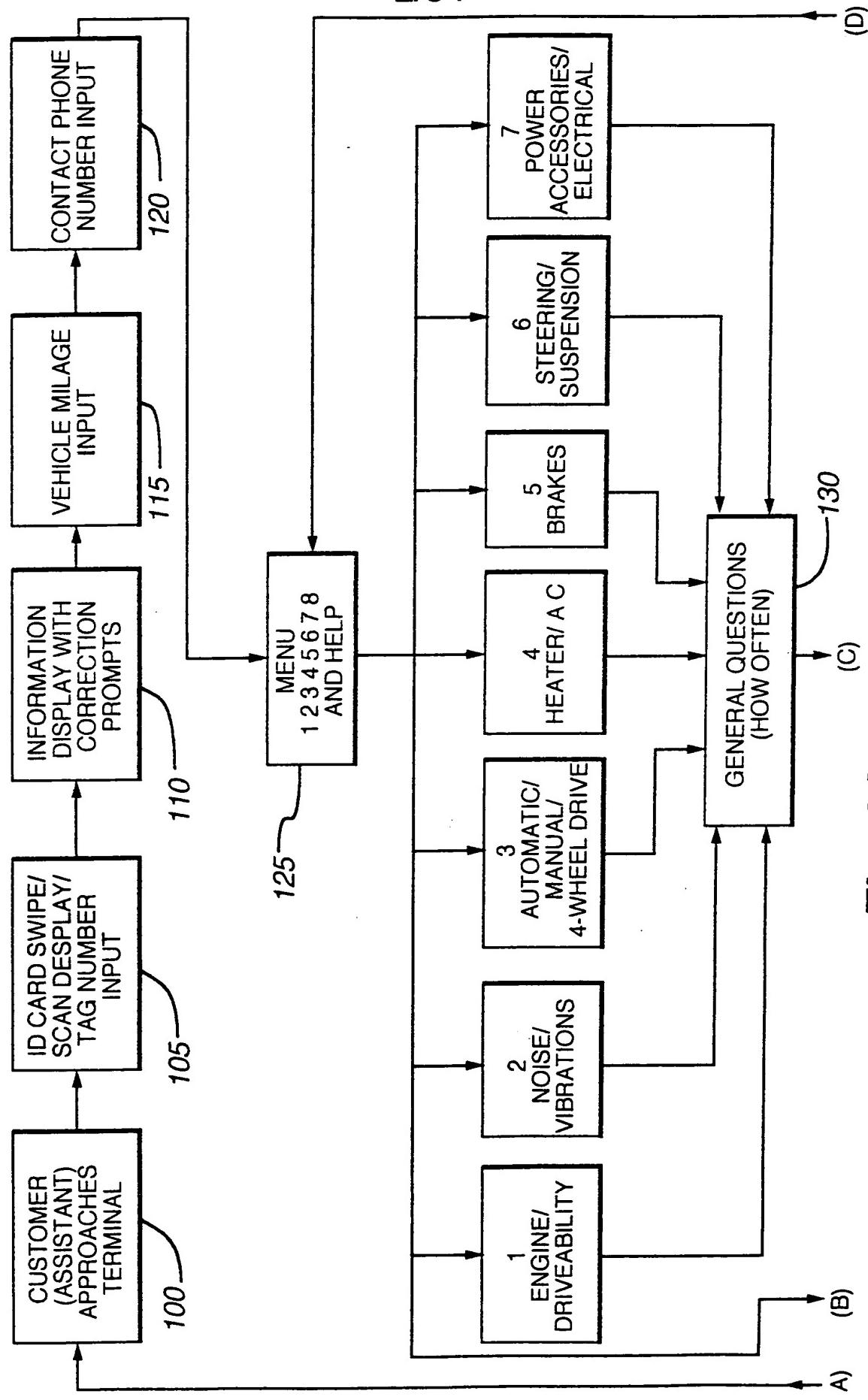


Fig. 1

**Fig. 2A**

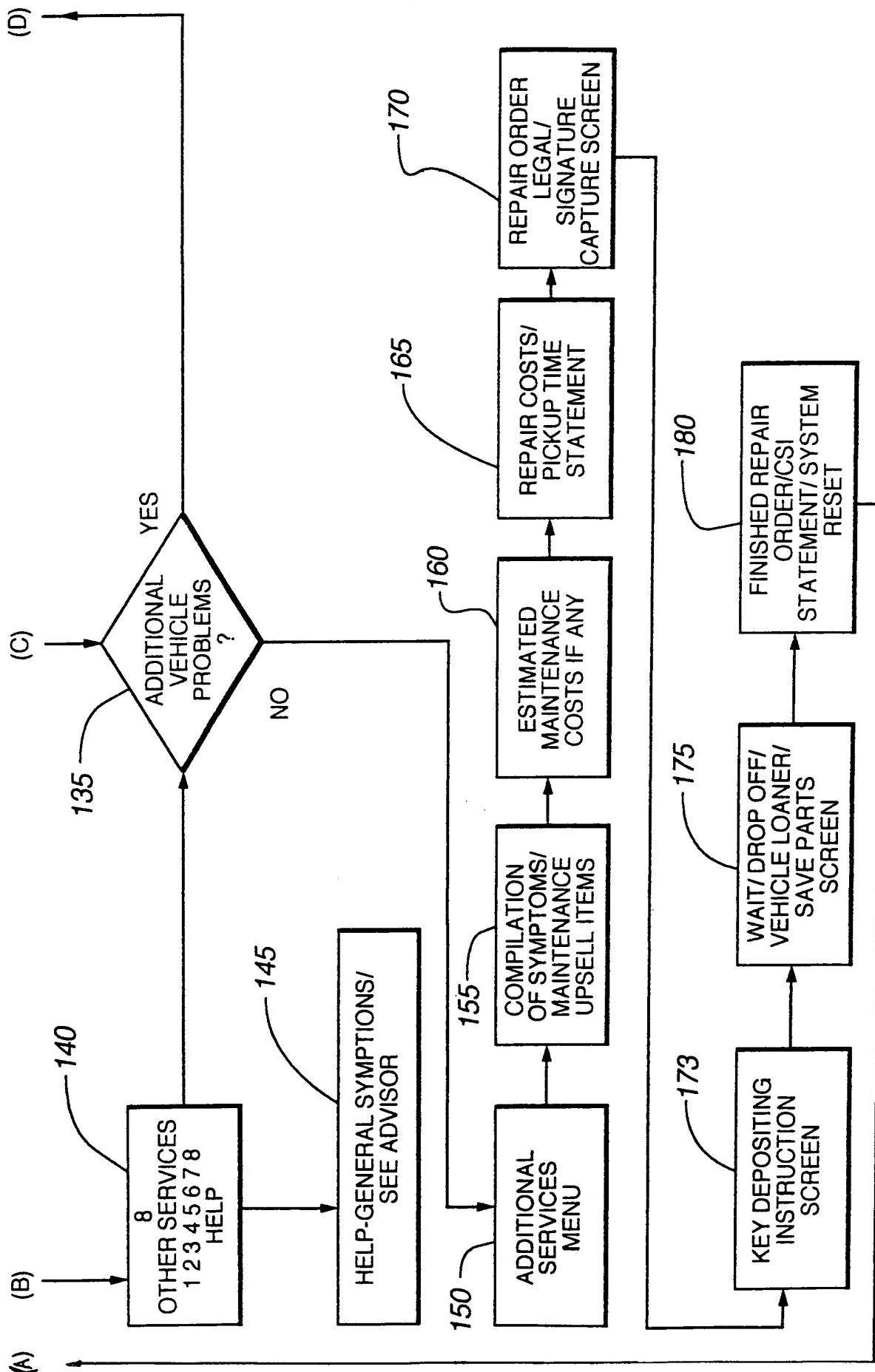
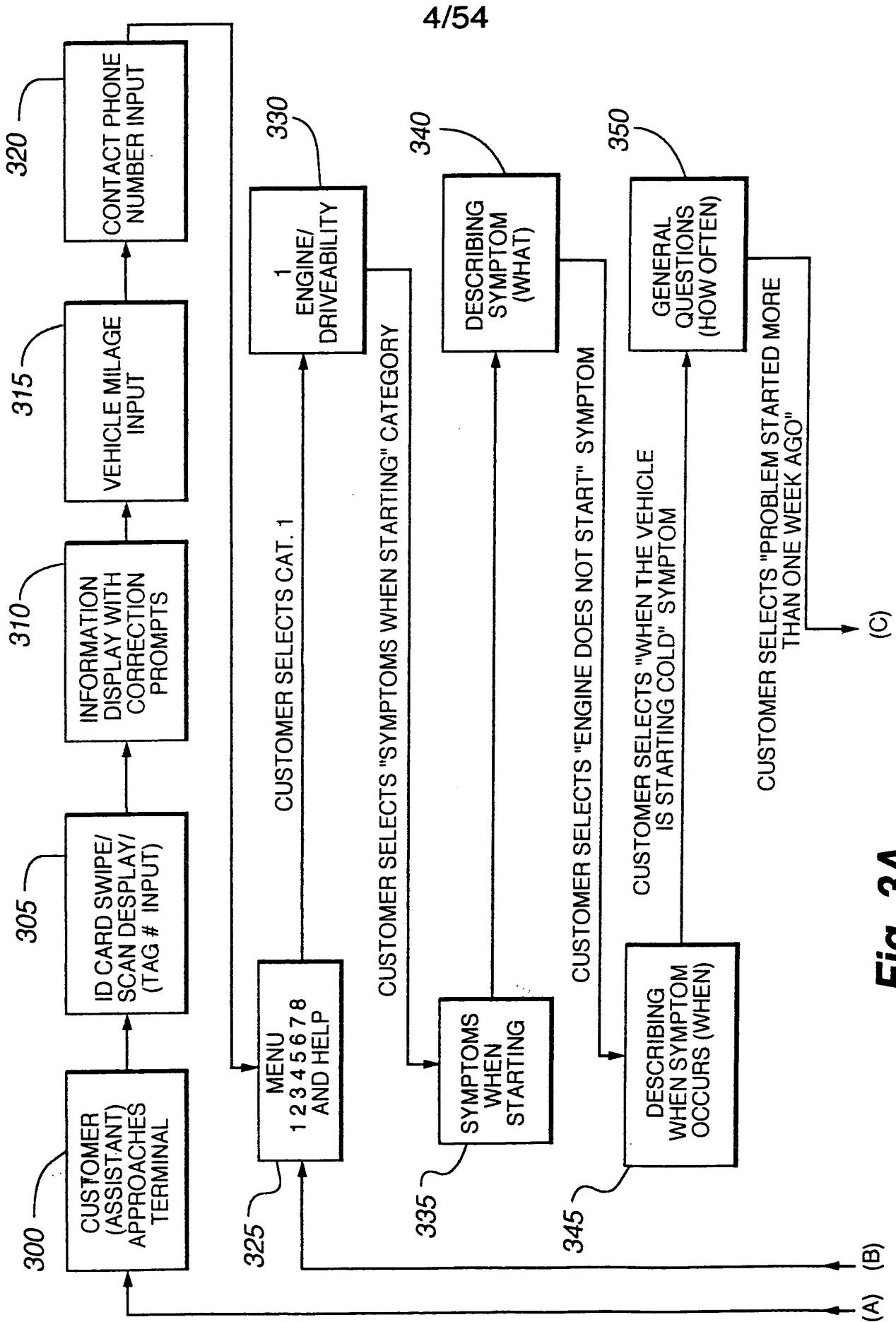
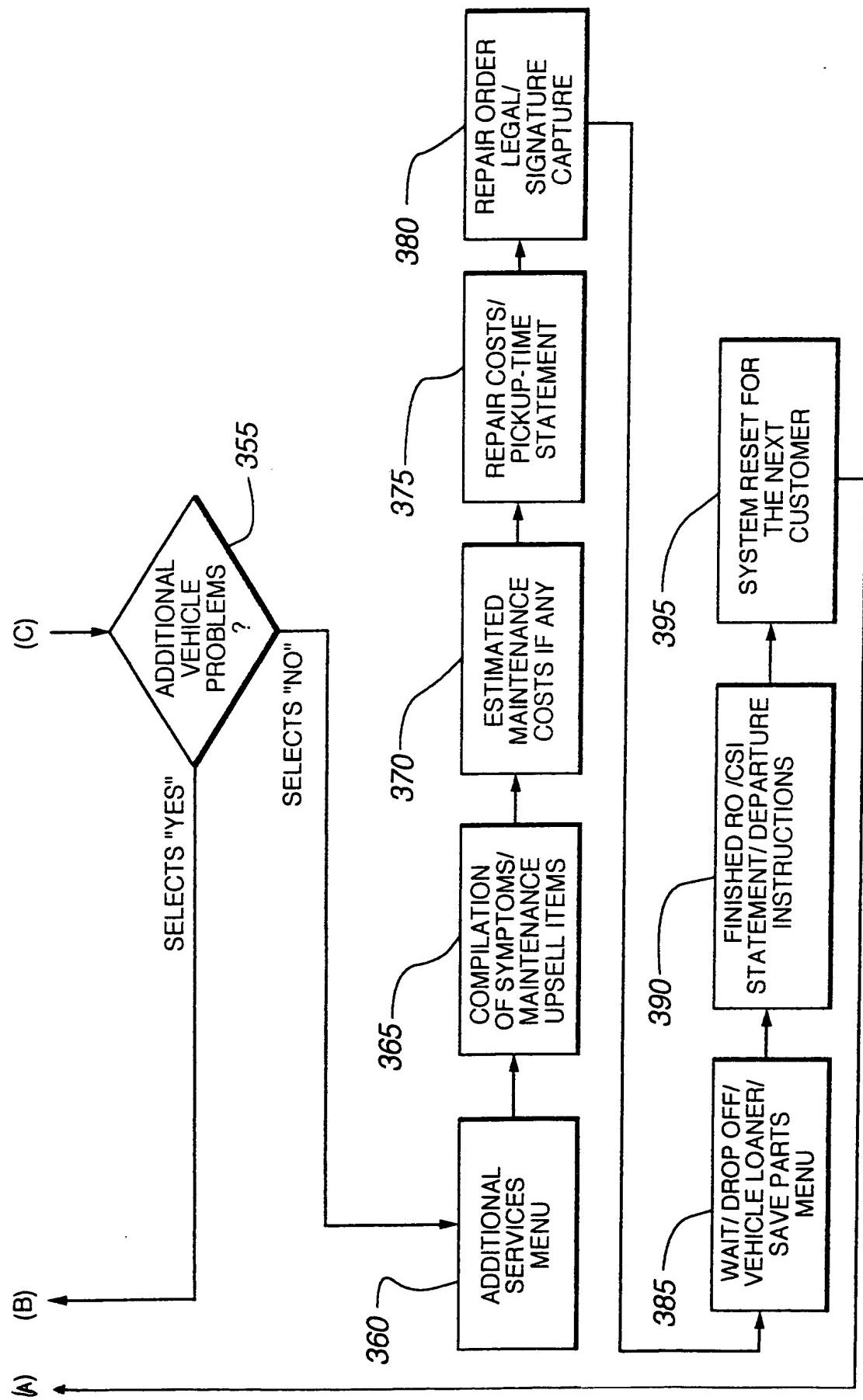
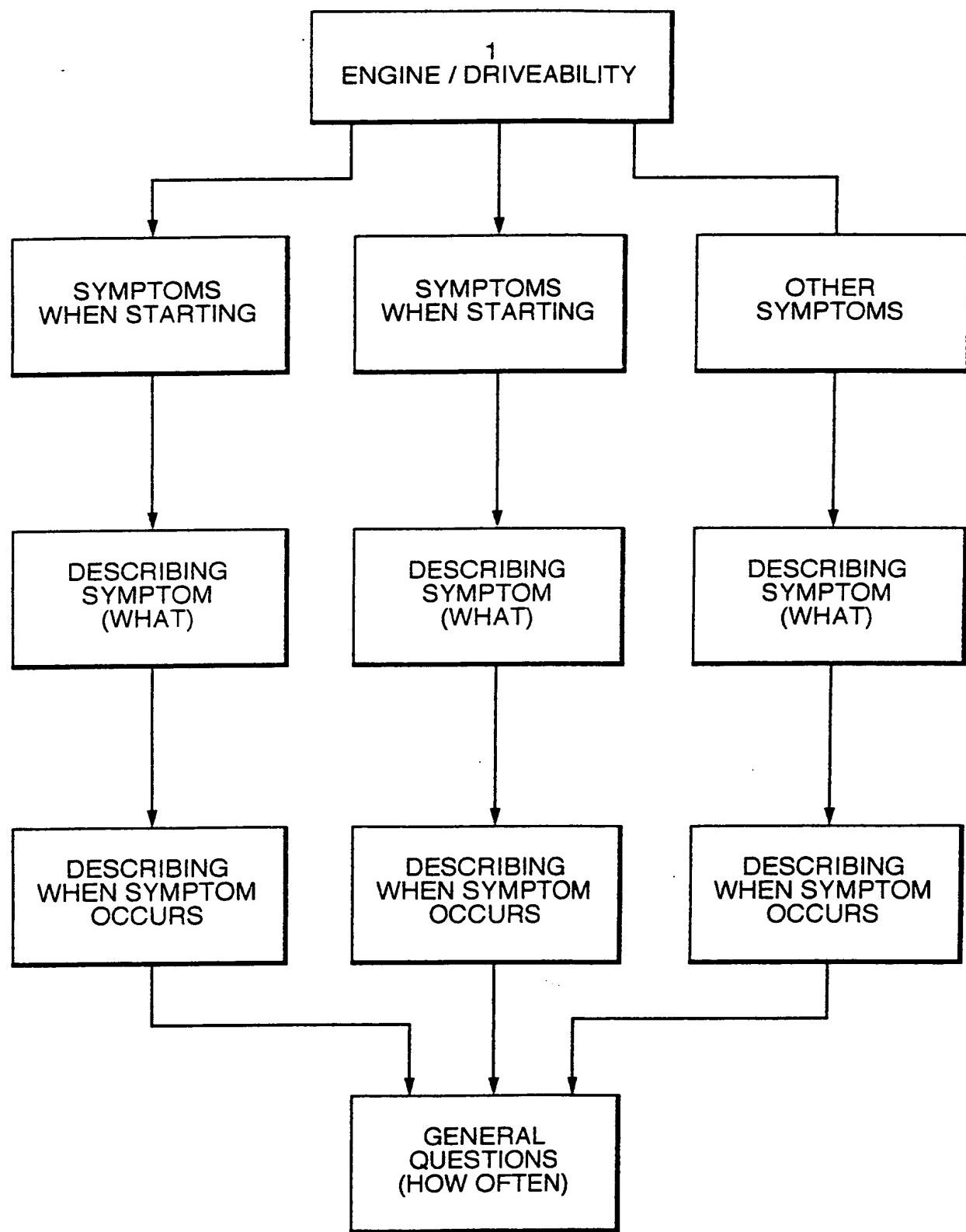


Fig. 2B



**Fig. 3B**



**Fig. 4**

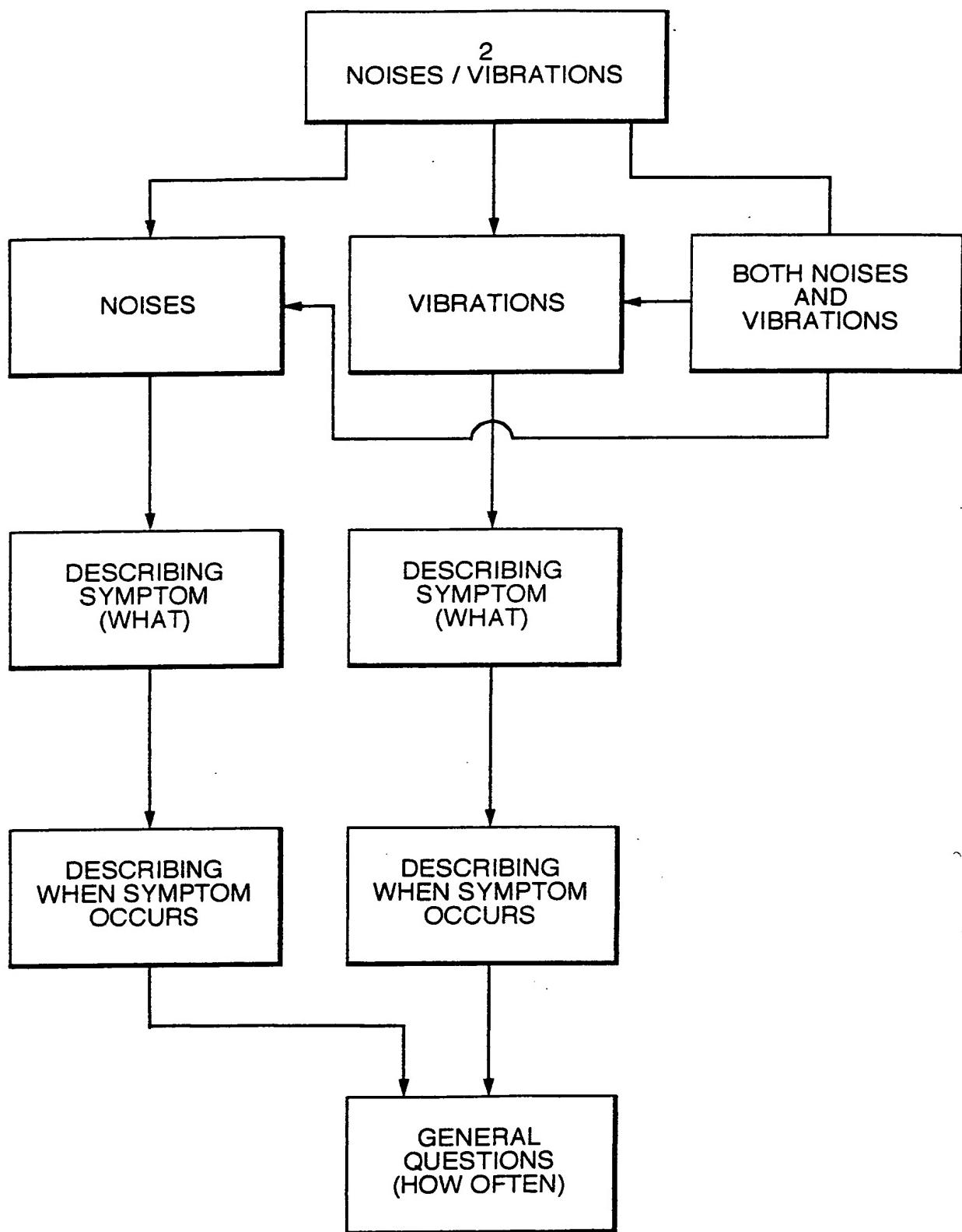
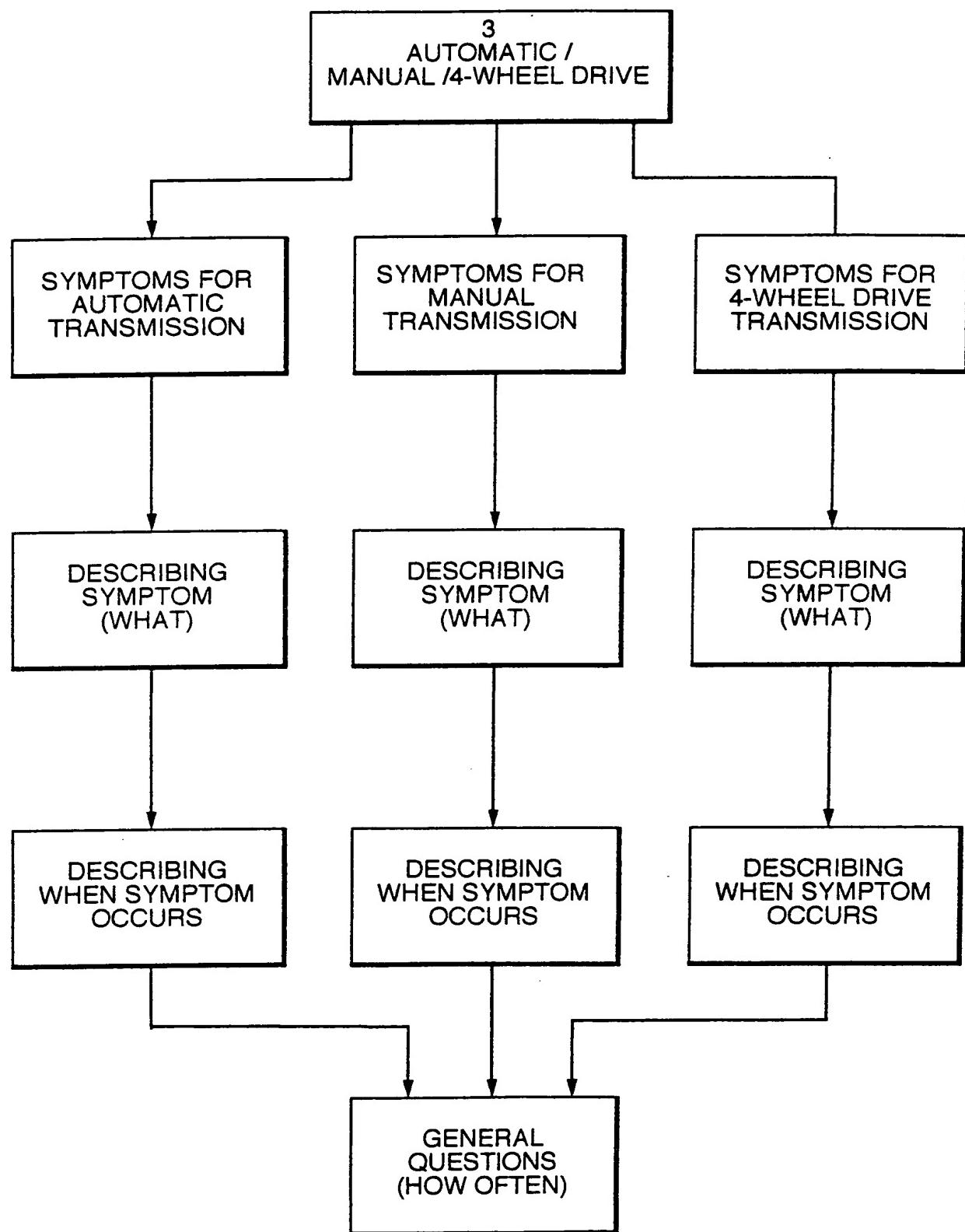
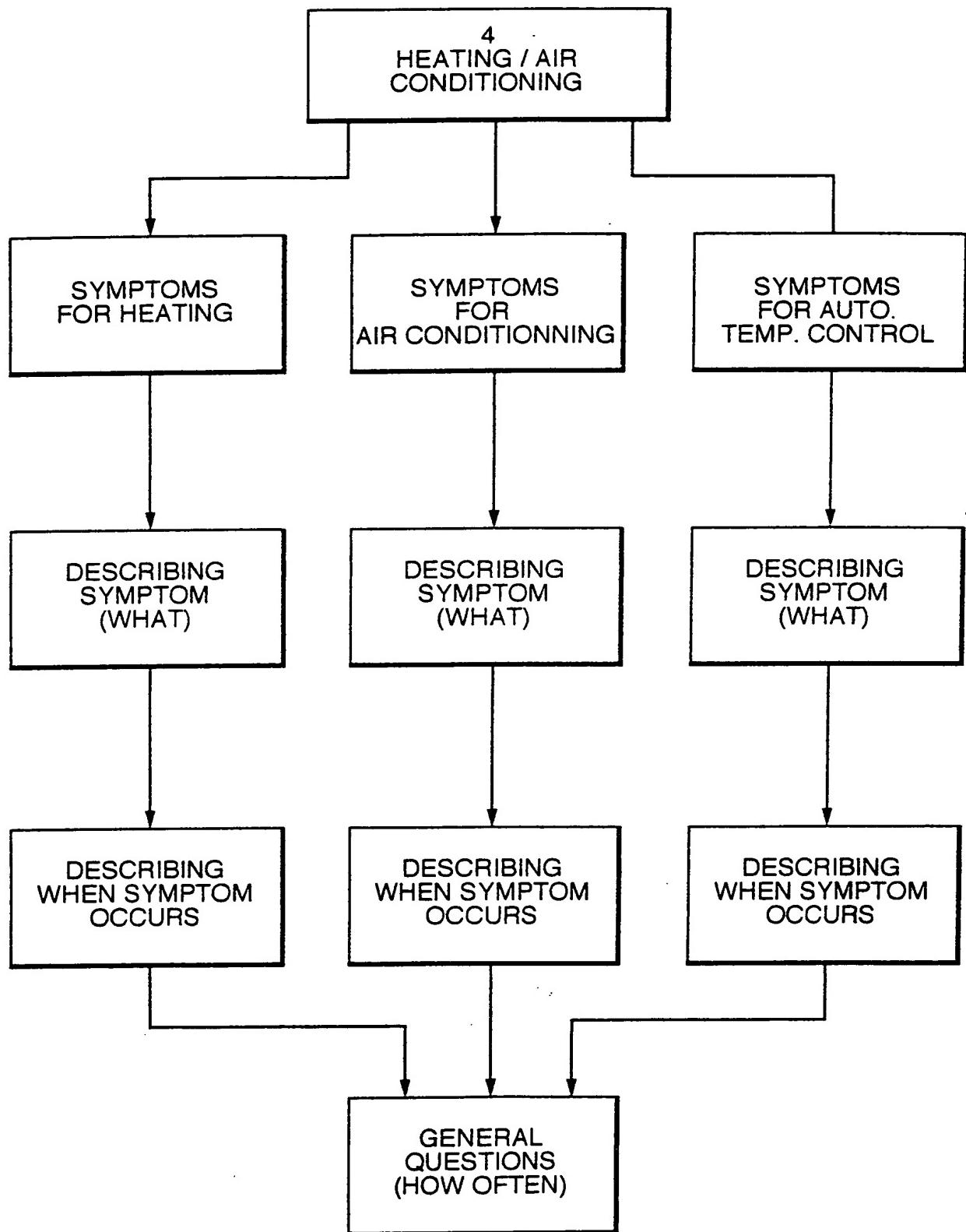


Fig. 5



**Fig. 6**



**Fig. 7**

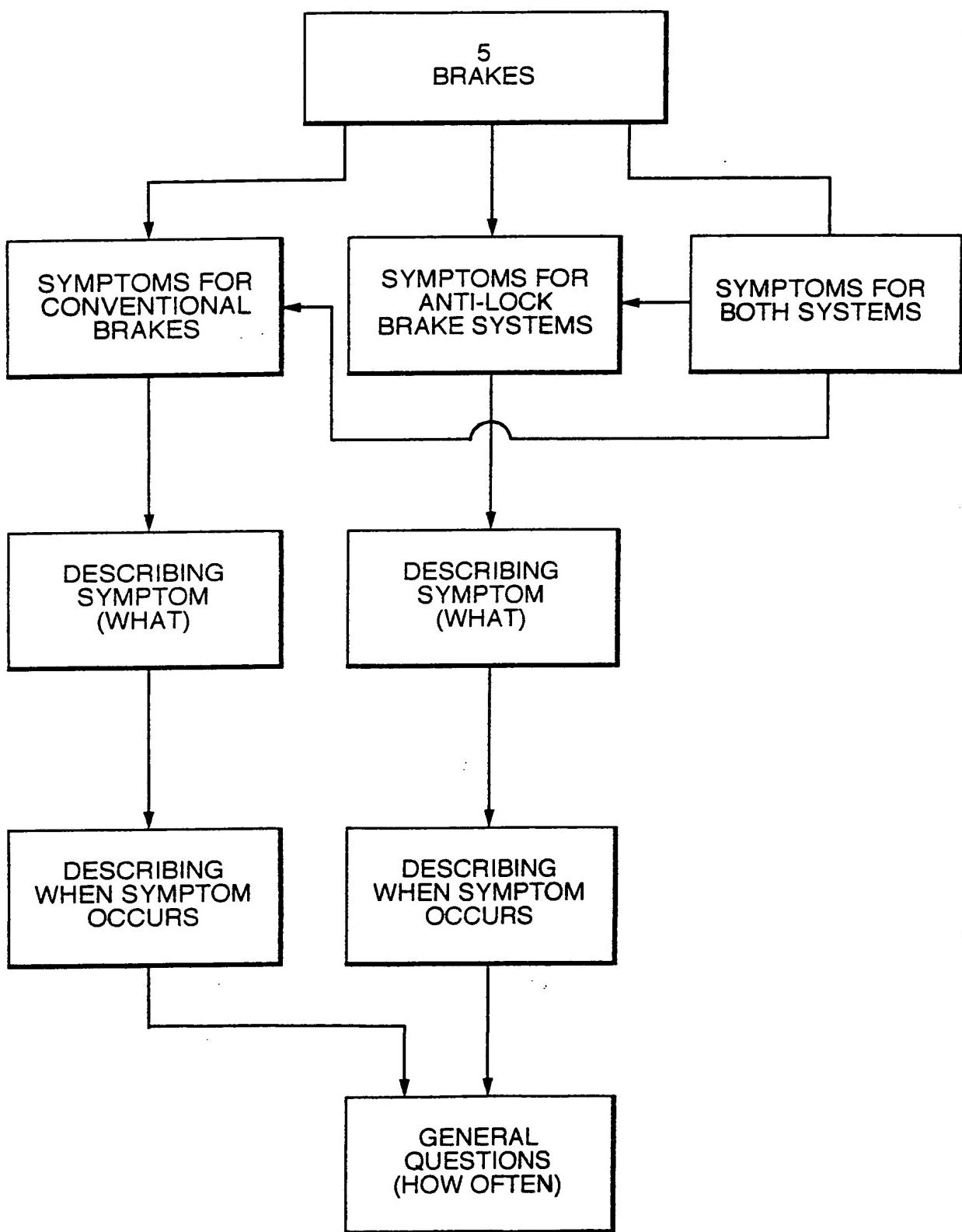
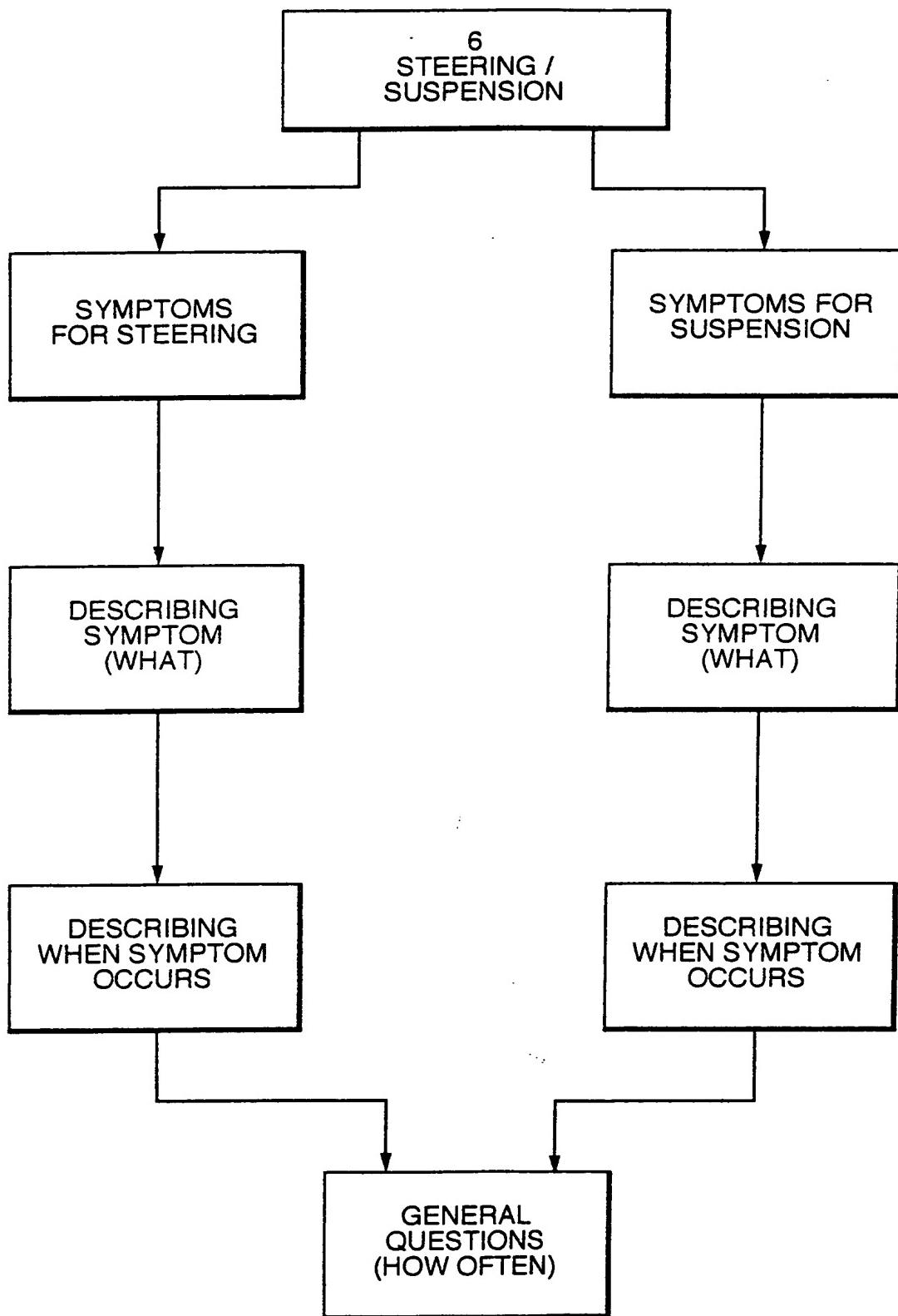
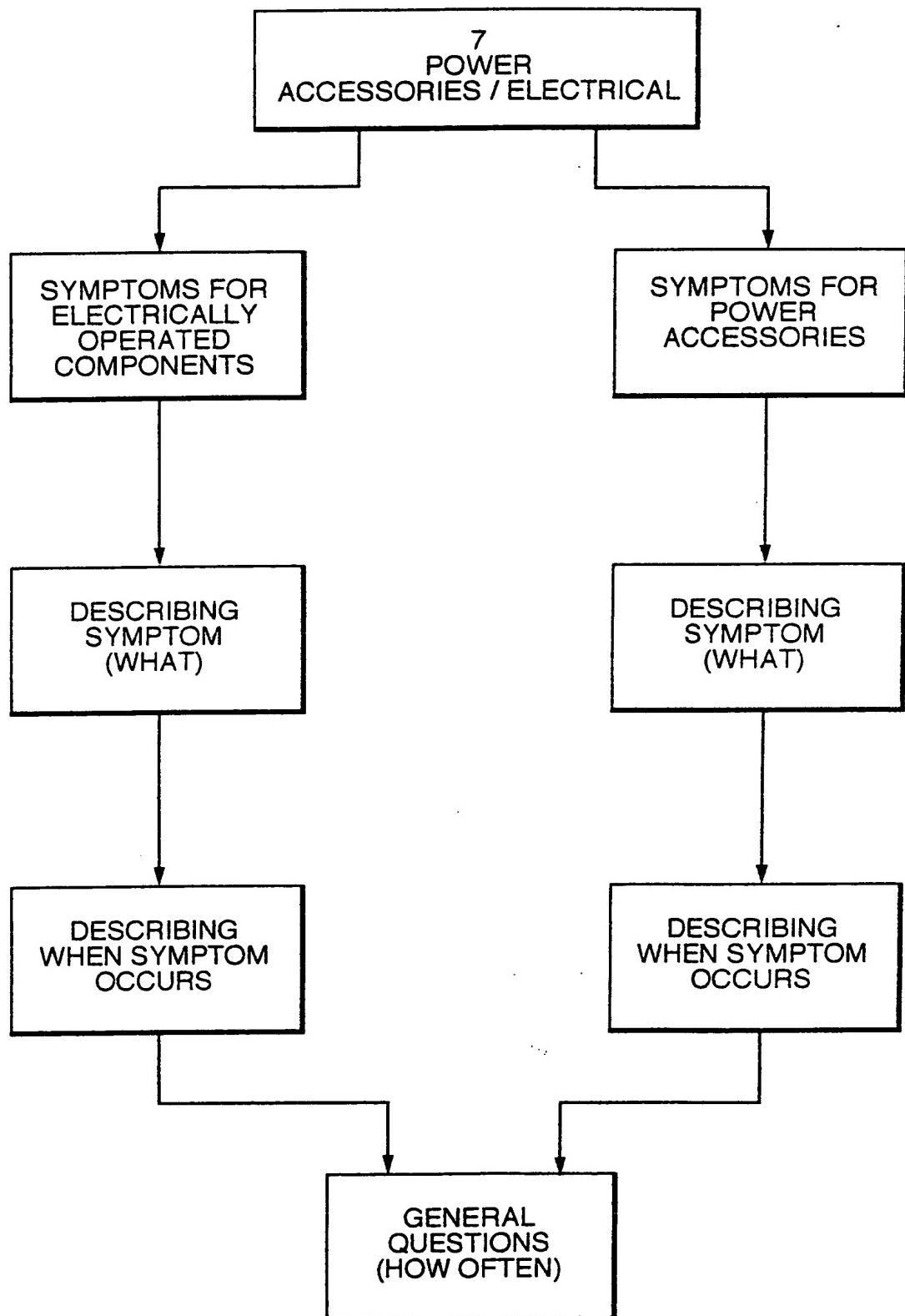


Fig. 8



*Fig. 9*



**Fig. 10**

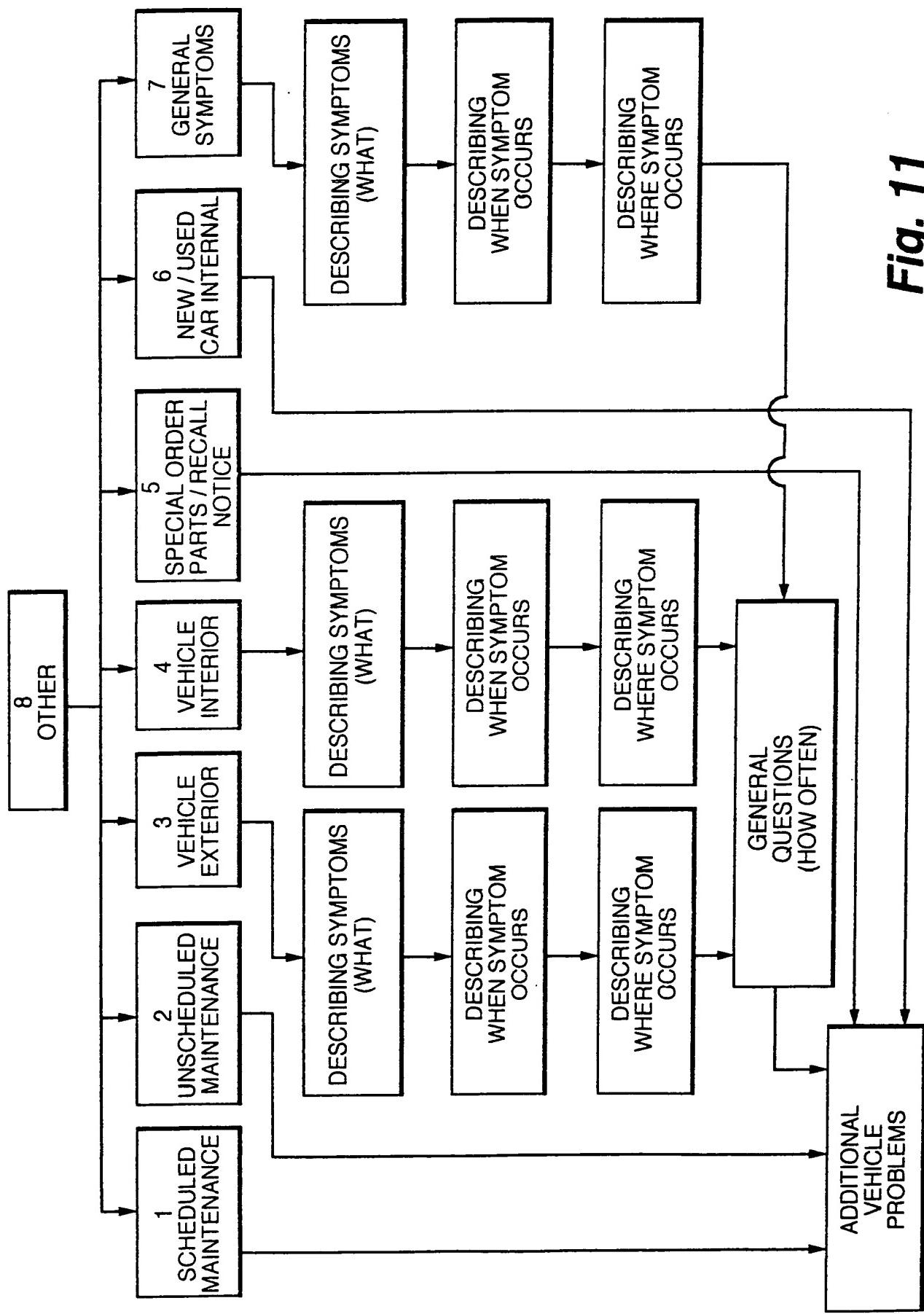


Fig. 11

SCAN VEHICLE AND TAG: \_\_\_\_\_

ENTER TAG #		
440		
<input type="button" value="C"/>	<input type="button" value="&lt;"/>	<input type="button" value="3"/>
<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="6"/>
<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="9"/>
<input type="button" value="7"/>	<input type="button" value="8"/>	<input type="button" value="0"/>
<input type="button" value="DONE"/>		
<input type="button" value="V"/>		
<input type="button" value="EXIT"/>		
<input type="button" value="OK"/>		

Fig. 12B

SCAN VEHICLE AND TAG: \_\_\_\_\_

VEHICLE DATA:	
<input type="text" value="VEHICLE ID: _____"/>	<input type="text" value="TAG NUMBER: _____"/>
<input type="text" value="ENTER TAG # _____"/>	<input type="text" value="ENTER VEHICLE ID: _____"/>
<input type="button" value="EXIT"/>	<input type="button" value="OK"/>

Fig. 12A

CUSTOMER'S INFORMATION:

JOHN DOE	CHANGE
1234 HIS WAY ST.	CHANGE
ANYTOWN, USA 12345	CHANGE
CITY, STATE, ZIP:	
ANYTOWN, USA 12345	< ▶
1 2 3 4 5 6 7 8 9 0 -	<input type="checkbox"/> Q <input type="checkbox"/> W <input type="checkbox"/> E <input type="checkbox"/> R <input type="checkbox"/> T <input type="checkbox"/> Y <input type="checkbox"/> U <input type="checkbox"/> I <input type="checkbox"/> O <input type="checkbox"/> P
A S D F G H J K L	<input type="checkbox"/> Z <input type="checkbox"/> X <input type="checkbox"/> C <input type="checkbox"/> V <input type="checkbox"/> B <input type="checkbox"/> N <input type="checkbox"/> M .
<input type="checkbox"/> CLEAR <input type="checkbox"/> SPACE <input type="checkbox"/> DONE	

CUSTOMER'S INFORMATION:

-CUSTOMER INFORMATION:

JOHN DOE	CHANGE
1234 HIS WAY ST.	CHANGE
ANYTOWN, USA 12345	CHANGE
CUSTOMER VEHICLE	
VEHICLE LICENSE #:	BRT-1234 ▶
CHANGE	▼
VEHICLE DESCRIPTION:	
DODGE RAM 350, FORREST GREEN, 2001 ▶	
<input type="checkbox"/> OK <input type="checkbox"/> BACK	

Fig. 12C

Fig. 12D

ENTER VEHICLR MILEAGE: \_\_\_\_\_

VEHIC

C

1 2 3  
4 5 6  
7 8 9  
0

DONE

HELP

BACK

DONE

**Fig. 12F**

ENTER VEHICLR MILAGE:

VEHICLE MILAGE: \_\_\_\_\_

**Fig. 12E**

**ENTER CONTACT PHONE NUMBERS:** \_\_\_\_\_

WELCOME TO THE JACK'S BMW. THIS SERVICE EXPRESS WRITER IS DESIGNED TO LESSEN YOUR TIME WAITING FOR SERVICE. AT THE SAME TIME IT INCREASES THE ACCURACY OF THE DESCRIPTION OF YOUR PROBLEM GIVEN TO THE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. WE HOPE YOU ENJOY THE EXPERIENCE.

PLEASE ENTER THE PHONE NUMBER(S) WHERE YOU CAN BE REACHED AT TODAY

PHONE NUMBERS: \_\_\_\_\_

(303)333-4444  
 (303)333-4444

**MAIN MENU**

PLEASE INDICATE THE GENERAL AREA IN WHICH THE PROBLEM IS OCCURRING. IF YOUR VEHICLE REQUIRES ONLY MAINTENANCE SERVICE, AND THERE ARE NO PROBLEMS AT THE PRESENT TIME PLEASE PRESS NUMBER EIGHT ON THE SERVICE MENU. IF YOUR PROBLEM OR REQUEST DOES NOT FALL WITHIN THE CATEGORIES LISTED, PRESS NUMBER EIGHT.

TOUCH THE AREA OR AREAS BELOW, THEN TOUCH DONE.

1. ENGINE / DRIVEABILITY  
 2. NOISES / VIBRATIONS  
 3. AUTOMATIC / MANUAL / 4 WHEEL DRIVE TRANSMISSION  
 4. HEATER / AIR CONDITIONING  
 5. BRAKES  
 6. STEERING / SUSPENSION  
 7. POWER ACCESSORIES / ELECTRICAL  
 8. OTHER SERVICES

**Fig. 13****Fig. 12G**

-ENGINE / DRIVEABILITY SECTION

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. SYMPTIONS WHEN STARTING
2. SYMPTOMS WHEN DRIVING
3. OTHER SYMPTOMS

1     2     3     BACK     HELP

**Fig. 14A**

SYMPOMS WHEN STARTING: \_\_\_\_\_

TOUCH THE APPROPRIATE SYMPTOM OR SYMPTOMS BELOW.

DOES NOT TURN OVER.

- TURNS OVER, BUT DOES NOT START.
- TURNS OVER SLOWLY.
- TURNS OVER PROPERLY, BUT STARTS HARD.
- TAKES TOO LONG BEFORE IT STARTS.
- I MUST PRESS THE GAS PEDAL HARD TO MAKE THE ENGINE START.
- STARTS OK, BUT THAN STALLS.
- NONE OF THE ABOVE STARTING SYMPTOMS.

OK     BACK     HELP

**Fig. 14B**

-WHEN DO YOU NOTICE IT:	<input type="checkbox"/> WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES,
-WHEN THE ENGINE TEMPERATURE SHOWS:	<input type="radio"/> COLD <input checked="" type="radio"/> NORMAL <input type="radio"/> HOT <input type="radio"/> ANY TEMP
-WHEN THE ENGINE'S RPM SHOWS:	<input type="radio"/> BELOW 1000 <input type="radio"/> 1000 TO 2000 <input type="radio"/> 2000 TO 4000 <input type="radio"/> OVER 4000 RPM <input checked="" type="radio"/> NOT APPLICABLE
-WHEN THE VEHICLE IS:	<input type="radio"/> WARMING UP <input checked="" type="radio"/> STARTING COLD <input type="radio"/> RESTARTING HOT <input checked="" type="radio"/> NOT APPLICABLE
DOES THE "CHECK ENGINE" LIGHT COME ON:	<input type="radio"/> YES <input checked="" type="radio"/> NO
THE SYMPTOMS OCCURE WHEN MY VEHICLE'S SPEED IS (MPH)	<input type="radio"/> 0 TO 20 <input type="radio"/> 20 TO 35 <input type="radio"/> 35 TO 55 <input type="radio"/> OVER 55 MPH <input checked="" type="radio"/> DOESN'T MATTER
THE SYMPTOM OCCURES WHEN I DRIVE FOR:	<input type="radio"/> UNDER 5 MILES <input type="radio"/> 5 TO 10 MILES <input type="radio"/> OVER 10 MILES <input checked="" type="radio"/> DOESN'T MATTER
<input type="button"/> OK <input type="button"/> BACK <input type="button"/> HELP	

-SYMPTIONS WHEN DRIVING:	<input type="checkbox"/> TOUCH THE APPROPRIATE SYMPTOM OR SYMPTOMS BELOW.
	<input type="checkbox"/> HESITATES OR STALLS WHEN SPEEDING UP. <input type="checkbox"/> STALLS WHEN I SLOW DOWN OR STOP. <input type="checkbox"/> STALLS WHEN TURNING RIGHT OR LEFT. <input type="checkbox"/> LACKS POWER AT HIGHWAY SPEED. <input type="checkbox"/> LACKS POWER BELOW HIGHWAY (CITY) SPEEDS. <input type="checkbox"/> ENGINE BACKFIRES (LOUD POPPING NOISE) ENGINE KEEPS RUNNING WHEN IGNITION KEY IS OFF. <input type="checkbox"/> SPEEDS UP OR SLOWS DOWN UNEXPECTEDLY. <input type="checkbox"/> POOR FUEL ECONOMY. <input type="checkbox"/> NONE OF THE ABOVE DRIVING SYMPTOMS.
<input type="button"/> OK <input type="button"/> BACK <input type="button"/> HELP	

Fig. 14C

Fig. 14D

**NOISE OR VIBRATION SELECTION:** \_\_\_\_\_

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM.

1. NOISES-WHAT YOU CAN HEAR.
2. VIBRATIONS-WHAT YOU CAN FEEL.
3. BOTH NOISES AND VIBRATIONS.

**NOISE INFORMATION:** \_\_\_\_\_

LISTED BELOW ARE EXAMPLES OF NOISES COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES THE NOISES YOU ARE HEARING.

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> SQUEAK  | <input type="checkbox"/> TAP                  |
| <input type="checkbox"/> RATTLE  | <input type="checkbox"/> CLICK                |
| <input type="checkbox"/> WHISTLE | <input type="checkbox"/> GRIND                |
| <input type="checkbox"/> HUM     | <input type="checkbox"/> GROWL                |
| <input type="checkbox"/> BUZZ    | <input type="checkbox"/> KNOCK                |
| <input type="checkbox"/> CHIRP   | <input type="checkbox"/> METAL CLANG          |
| <input type="checkbox"/> SQUEAL  | <input type="checkbox"/> RUMBLE               |
| <input type="checkbox"/> [CLUNK] | <input type="checkbox"/> NONE OF<br>THE ABOVE |

**1    2    3    BACK    HELP**

**OK    BACK    HELP**

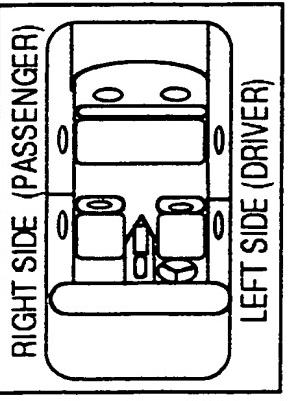
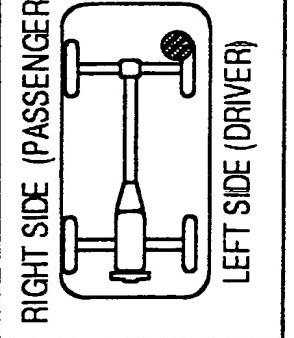
**OK    BACK    HELP**

**Fig. 15A**

**Fig. 15B**

**WHERE IS IT COMMING FROM:**

PLEASE INDICATE THE APPROPRIATE AREA THE NOISE AND/ OR VIBRATION SEEMS TO COME FROM. TOUCH THE LOCATION OF THE PROBLEM ON THE APPROPRIATE ILLUSTRATION.

INSIDE THE VEHICLE	UNDER THE VEHICLE
	
<input type="checkbox"/> CLEAR DOT	<input type="checkbox"/> CLEAR DOT
<input type="checkbox"/> OK	<input type="checkbox"/> BACK
<input type="checkbox"/> HELP	<input type="checkbox"/> HELP

**WHEN DOES IT HAPPEN:**

WHEN DO YOU NOTICE THE NOISE AND / VIBRATION PLEASE ANSWER THE QUESTIONS BY TOUCHING THE APPROPRIATE BOX OR BOXES WITH THE PROVIDED PEN.

**IT OCCURES WHEN THE VEHICLE IS:**

MOVING     NOT MOVING     BOTH

**MOST LIKELY OCCURES WHEN I AM:**

PRESSING HARD ON THE GAS PEDAL.  
 PRESSING MEDIUM TO LIGHT ON THE GAS PEDAL.  
 DRIVING, LETTING UP ON THE GAS.  
 CRUSING AT A CONSTANT SPEED.

**AT WHAT SPEED (MPH):**

0 TO 5     5 TO 20     20 TO 45  
 45 TO 55     OVER 55 MPH     DOESN'T MATTER

**ON WHAT KINDS OF ROADS:**

SMOOTH PAVED     OPOTHOLES  
 DIRT     WET OR SNOW COVERED PAVED  
 DOESN'T MATTER     ROUGH PAVED

<input type="checkbox"/> OK	<input type="checkbox"/> BACK	<input type="checkbox"/> HELP
-----------------------------	-------------------------------	-------------------------------

**Fig. 15D****Fig. 15C**

**TRANSMISSION INFORMATION:**

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

**1. AUTOMATIC TRANSMISSION**

**2. MANUAL TRANSMISSION**

**3. FOUR WHEEL DRIVE**

**1    2    3    BACK    HELP**

**VIBRATION INFORMATION:**

LISTED BELOW ARE EXAMPLES OF VIBRATIONS COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES THE VIBRATIONS YOU ARE FEELING.

**[SHUDDER]**

SHAKING       PULSATON  
 THUMPING       MOAN       ROUGHNESS  
 TREMBLING       TINGLING  
 BOOM       RUMBLE  
 BUZZING       SHIMMY  
 CLUNK       NONE OF  
 CHATTER       THE ABOVE

**OK    BACK    HELP**

**Fig. 16A****Fig. 15E**

**AUTOMATIC TRANSMISSION:** —

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

DOESN'T SHIFT UP.  
 DOESN'T SHIFT DOWN.  
 DELAYS ENGAGEMENT IN FORWARD GEAR.  
 DELAYS ENGAGEMENT IN REVERSE GEAR.  
 SHIFT IS ROUGH OR HARSH.  
 SHIFT IS SLOW-SEEMS TO SLIP.  
 SHIFT IS TOO EARLY.  
 ENGINE RACES OR INCREASES RPM WHEN SHIFTING.  
 TRANSMISSION MAKES UNUSAL NOISES.  
 OIL OR FLUID LEAK COMING FROM TRANSMISSION.  
 NONE OF THE ABOVE SYMPTOMS.

**OK**      **BACK**      **HELP**

**MANUAL TRANSMISSION:** —

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

DOESN'T GO INTO ANY GEAR  
 CLUTCH SEEKS TO SLIP GOING INTO GEAR.  
 CHATTERS GOING INTO GEAR.  
 MAKES A GRINDING NOISE GOING INTO GEAR  
 CLUTCH SEEKS HARD TO DEPRESS.  
 CLUTCH SEEKS SOFT TO DEPRESS.  
 CLUTCH PEDAL ENGAGES TO HIGH.  
 CLUTCH PEDAL ENGAGES TOO LOW.  
 POPS OUT OF GEAR.  
 OIL OR FLUID LEAKING FROM TRANSMISSION.  
 [NONE OF THE ABOVE SYMPTOMS]

**OK**      **BACK**      **HELP**

**Fig. 16B****Fig. 16C**

**FOUR WHEEL DRIVE:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

DOESN'T SHIFT INTO 4WD HI  
DOESN'T SHIFT INTO 4WD LOW.

MAKES A GRINDING NOISE GOING INTO 4WD.  
4WD LIGHT DOESN'T COME ON.

4WD FRONT HUBS DON'T ENGAGE.  
HARD TO TAKE OUT OF 4WD.

NONE OF THE ABOVE SYMPTOMS!

OK       BACK       HELP

**WHEN DOES IT HAPPEN:**

WHEN DO YOU NOTICE THE SYMPTOM(S).  
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

IN WHAT GEAR DOES THE SYMPTOM SHOW:

**AUTOMATIC TRANSMISSION:**

PARK  REVERSE  NEUTRAL  
 D  OD  O2  O1  ANY GEAR.

**MANUAL TRANSMISSION:**

1  2  3  4  5  6  
 NEUTRAL  ANY GEAR

**THE SYSTEM SHOWS WHEN THE VEHICLE IS:**

ACCELERATING  STANDING STILL  BRAKING  
 TURNING  SLOWING DOWN  DRIVING UPHILL

THE SYMPTOM OCCURS WHEN I DRIVE FOR:

UNDER 5 MILES  5 TO 10 MILES  
 OVER 10 MILES

**MY VEHICLE'S ENGINE TEMPERATURE READS:**

COLD  NORMAL  HOT

OK       BACK       HELP

**Fig. 16D**

**Fig. 16E**

**HEATER / AIR CONDITIONING:**

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. HEATING SYSTEM.  
2. AIR CONDITIONING SYSTEM.  
3. AUTO TEMPERATURE CONTROL SYSTEM.

1     2     3     BACK     HELP

**HEATING SYSTEMS:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.  
 VENT CONTROL SELECTOR IS HARD TO MOVE.  
 DOESN'T DELIVER HOT AIR.  
 TAKES TOO LONG TO DELIVER HOT AIR.  
 DEFROST INOPERABLE OR FOGS UP.  
 ENGINE TEMPERATURE GAUGE DOESN'T MOVE OFF OF COLD.  
 UNUSUAL ODORS WHEN OPERATING  
 AIR DOESN'T FLOW FROM ALL OUTLETS PROPERLY.  
 NONE OF THE ABOVE SYMPTOMS.

OK     BACK     HELP

**Fig. 17B****Fig. 17A**

**AUTOMATIC TEMPERATURE CONTROL SYSTEM:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE READING IS INACCURATE.  
 BUTTONS ON THE CONTROL UNIT ARE INOPERABLE.  
 TAKES TOO LONG TO DELIVER ACCURATE TEMPERATURE.  
 NONE OF THE ABOVE SYMPTOMS.

**OK**    **BACK**    **HELP**

**AIR CONDITIONING SYSTEMS:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.  
 VENT CONTROL SELECTOR IS HARD TO MOVE.  
 DOESN'T DELIVER COLD AIR.  
 TAKES TOO LONG TO DELIVER COLD AIR.  
 TEMPERATURE CHANGES UNEXPECTEDLY.  
 UNUSUAL ODORS WHEN OPERATING.  
 DOESN'T FLOW FROM ALL OUTLETS PROPERLY.  
 A/C COMPRESSOR SEEMS TO CYCLE TOO OFTEN.  
 NONE OF THE ABOVE SYMPTOMS.

**OK**    **BACK**    **HELP**

**Fig. 17D****Fig. 17C**

WHEN DOES IT HAPPEN: _____	WHEN DO YOU NOTICE THE SYMPTOM(S). TOUCH THE APPROPRIATE BOX OR BOXES BELOW.
WHEN THE SELECTOR CONTROL IS: _____	<input type="checkbox"/> FLOOR <input type="checkbox"/> OMIX <input type="checkbox"/> OVENT <input type="checkbox"/> ODEFROST <input checked="" type="checkbox"/> DOESN'T MATTER
WHEN THE TEMPERATURE CONTROL IS: _____	<input type="checkbox"/> COOL <input type="checkbox"/> OWARM <input type="checkbox"/> ONORMAL A/C <input type="checkbox"/> OMAX A/C <input type="checkbox"/> DEFROST <input checked="" type="checkbox"/> DOESN'T MATTER
WHEN I AM MOVING THE SELECTOR OR CHANGING THE TEMPERATURE: _____	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
WHEN THE VEHICLE IS: _____	<input type="checkbox"/> STOPPED <input checked="" type="checkbox"/> ACCELERATING FROM STOP <input type="checkbox"/> MOVING <input checked="" type="checkbox"/> DECELERATING <input checked="" type="checkbox"/> DOESN'T MATTER
WHEN THE VEHICLE TEMPERATURE IS: _____	<input type="checkbox"/> COLD <input type="checkbox"/> ONORMAL <input type="checkbox"/> OHOT <input checked="" type="checkbox"/> DOESN'T MATTER
<input type="button" value="OK"/> <input type="button" value="BACK"/> <input type="button" value="HELP"/>	

*Fig. 17E*

-BRAKE SYSTEM:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOMS.

1. CONVENTIAL BRAKE SYSTEM.
2. ANTI LOCK BRAKE SYSTEM.
3. BOTH SYSTEMS.

-CONVENTIAL BRAKE SYSTEM

TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES WHAT YOU ARE NOTICING.

- BRAKE PEDAL SEEMS TO PULSATE.
- PULLS RIGHT OR LEFT WHEN STOPPING.
- GRINDING NOISE WHEN STOPPING.
- SQUEAKS WHEN STOPPING.
- BRAKE PEDAL FADES (GOES TO THE FLOOR)
- BRAKE PEDAL SEEMS LOW.
- BRAKING EFFORT SEEMS EXCESSIVE.
- BRAKE LIGHT ON.
- NONE OF THE ABOVE SYMPTOMS.

[1] [2] [3] BACK HELP

OK

BACK HELP

Fig. 18A

Fig. 18B

**ANTI-LOCK BRAKING SYSTEM:** \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES WHAT YOU ARE NOTICING.

- ANTI-LOCK BRAKES SEEM INOPERABLE.
- ANTI-LOCK BRAKE LIGHT IS ON CONSTANTLY.
- ANTI-LOCK BRAKE LIGHT IS ON INTERMITTENTLY.
- NONE OF THE ABOVE.

**WHEN DOES IT HAPPEN:** \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOM(S). PLEASE ANSWER THE QUESTIONS BY TOUCHING THE APPROPRIATE BOX OR BOXES WITH THE PROVIDED PEN.

**WHEN I BRAKE UNDER THE FOLLOWING CONDITIONS:** \_\_\_\_\_

- NORMAL BRAKING ON DRY PAVED ROADS.
- PANIC STOP (BRAKING HARD) ON DRY PAVED ROADS.
- AT HIGH SPEEDS (ABOVE 55 MPH).
- AT LOW SPEEDS.

**WHEN MY VEHICLE'S ENGINE TEMPERATURE READS:** \_\_\_\_\_

- COLD
- NORMAL
- HOT

OK       BACK       HELP

OK       BACK       HELP

**Fig. 18C**

**Fig. 18D**

-STEERING AND SUSPENSION: \_\_\_\_\_

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. STEERING
2. SUSPENSION

1     2     BACK     HELP

-STEERING INFORMATION: \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

- STEERING WHEEL SHAKES WHILE DRIVING.
- VEHICLE PULLS RIGHT WHILE DRIVING.
- VEHICLE PULLS LEFT WHILE DRIVING.
- VEHICLE WANDERS LEFT OR RIGHT WHILE DRIVING.
- STEERING WHEEL IS OFF-CENTER.
- TIRES ARE WEARING ABNORMALLY.
- STEERING WHEEL SEEKS HARD TO TURN.
- POWER STEERING MAKES ABNORMAL NOISES.
- NONE OF THE ABOVE SYMPTOMS.

OK     BACK     HELP

**Fig. 19A**

**Fig. 19B**

-SUSPENSION INFORMATION: —  
TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

- FRONT END BOUNCES EXCESSIVELY WHILE DRIVING.
- REAR END BOUNCES EXCESSIVELY WHILE DRIVING.
- RIGHT FRONT SEEMS TO SAG.
- LEFT FRONT SEEMS TO SAG.
- RIGHT REAR SEEMS TO SAG.
- LEFT REAR SEEMS TO SAG.
- SUSPENSION NOISE OVERBUMPS.
- SUSPENSION SEEMS TOO SOFT.
- AUTO RIDE CONTROL LIGHT COMES ON.
- NONE OF THE ABOVE SYMPTOMS.

OK       BACK       HELP

WHEN DOES IT HAPPEN: —

WHEN DO YOU NOTICE THE SYMPTOM(S). TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

WHEN THE VEHICLE IS: —

- ACCELERATING    SLOWING DOWN OR STOPPING
- TURNING    TURNING ON PAVED ROADS
- TURNING ON DIRT OR ROUGH ROADS
- [DOESN'T MATTER]

WHEN THE VEHICLE SPEED IS: —

- NOT MOVING    0 TO 10 MPH
- 10 TO 35 MPH    35 TO 50 MPH
- OVER 55 MPH

OK       BACK       HELP

31/54

**Fig. 19C**

**Fig. 19D**

ELECTRICAL INFORMATION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. ELECTRICALLY OPERATED COMPONENTS.

1. POWER ACCESSORIES.

IF THE ABOVE DOESN'T SEEM TO DESCRIBE THE PROBLEM, TOUCH "BACK" THEN SELECT "POWER ACCESSORIES" AND LOOK THERE FOR A BETTER DESCRIPTION.

1     2     BACK     HELP

ELECTRICALLY OPERATED COMPONENTS

TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBE THE AREA OF THE SYMPTOM.

EXTERIOR LIGHT(S).

INTERIOR LIGHT(S).

WARNING GUAGES OR LIGHTS.

HORN OR CIGAR LIGHTER / POWER SOCKET.

WINDSHIELD WIPERS / WASHERS.

REAR WINDOW DEFROSTER

OK     BACK     HELP

Fig. 20A

Fig. 20B

-POWER ACCESSORIES INFORMATION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

KEYLESS ENTRY / ALARM SYSTEM.

LIGHTED MIRRORS / POWER MIRRORS.

AUTO DIM HEADLAMPS / INTERIOR LIGHTING.

POWER SEAT ADJUSTMENT / COMFORT.

AUDIO SYSTEMS / POWER ANTENNA.

POWER WINDOWS / LOCKS / SUNROOF.

CRUISE CONTROL.

IF THE ABOVE DOESN'T SEEM TO DESCRIBE THE PROBLEM, TOUCH "BACK" THEN SELECT "ELECTRICALLY OPERATED COMPONENTS" AND LOOK THERE FOR A BETTER DESCRIPTION.

OK

BACK

HELP

-LETS NARROW THE SEARCH:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE PROBLEM.

SCRATCHED

MISSING

LEAKS AIR

LEAKS WATER

TORN

BLEMISHED

LIFT MECHANISM

FOLD MECHANISM

WON'T LOCK / UNLOCK

COLOR FADES

PEELING

PITTED

DOESN'T WORK

NONE OF THE ABOVE

OK

BACK

HELP

HELP

**Fig. 20C**

**Fig. 20D**

**-WHEN DOES IT HAPPEN:** \_\_\_\_\_

**WHEN DO YOU NOTICE THE SYMPTOM(S).  
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.**

WHEN I TURN THE SWITCH ON OR OFF.

WHEN THE VEHICLE HITS A BUMP.

WHEN I TRY TO MAKE AN ADJUSTMENT.

WHEN I ADJUST THE VOLUME.

WHEN I START THE VEHICLE.

WHEN I TRY TO SET THE CONTROL.

WHEN I OPEN A DRIVER-SIDE DOOR.

WHEN I OPEN A PASSENGER SIDE DOOR.

WHEN I OPEN THE TRUNK / HOOD.

WHEN I TURN THE HEAD LIGHTS ON.

NONE OF THE ABOVE.

**SELECT THE AREA IT IS LOCATED IN:** \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES WHERE THE PROBLEM IS LOCATED.

**PLEASE TOUCH THE AREA WHERE THE SYMPTOMS OCCURS:**

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

CLEAR DOT

**OK** **BACK** **HELP**

**-WHEN DOES IT HAPPEN:** \_\_\_\_\_

**WHEN DO YOU NOTICE THE SYMPTOM(S).  
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.**

WHEN I TURN THE SWITCH ON OR OFF.

WHEN THE VEHICLE HITS A BUMP.

WHEN I TRY TO MAKE AN ADJUSTMENT.

WHEN I ADJUST THE VOLUME.

WHEN I START THE VEHICLE.

WHEN I TRY TO SET THE CONTROL.

WHEN I OPEN A DRIVER-SIDE DOOR.

WHEN I OPEN A PASSENGER SIDE DOOR.

WHEN I OPEN THE TRUNK / HOOD.

WHEN I TURN THE HEAD LIGHTS ON.

NONE OF THE ABOVE.

**OK** **BACK** **HELP**

**Fig. 20F****Fig. 20E**

**.OTHER SERVICES AVAILABLE:** \_\_\_\_\_

PLEASE SELECT THE CATEGORY OF THE PROBLEM YOU ARE OBSERVING WITH YOUR VEHICLE.

1. SCHEDULED MAINTENANCE.
2. UNSCHEDULED MAINTENANCE.
3. VEHICLE EXTERIOR.
4. VEHICLE INTERIOR.
5. SPECIAL ORDER PARTS/ RECALL NOTICE.
6. NEW OR USED CAR INTERNAL.
7. GENERAL PROBLEMS.

1     2     3     4     5     6     7

**BACK**    **HELP**

**SCHEDULED MAINTENANCE:** \_\_\_\_\_

YOUR VEHICLE'S CLOSEST SCHEDULED MAINTENANCE SERVICE HAS BEEN HIGHLIGHTED BELOW. PLEASE CHOOSE THE SERVICE YOU WISH TO HAVE PERFORMED BY TOUCHING THE APPROPRIATE MILEAGE. REFER TO YOUR MAINTENANCE SCHEDULE BOOKLET TO VIEW THE ITEMS PERFORMED IN THE SERVICE. IF YOU WISH TO CHANGE ANY PART OF THE SERVICE, SELECT HELP THEN #3

YOR ENTERED MILAGE IS: 12,500

- 12,000 MILES     18,000 MILES  
 6,000 MILES     24,000 MILES

**OK**    **BACK**    **HELP**

35/54

**Fig. 21A**

**Fig. 21B**

**VEHICLE EXTERIOR:**

THIS SECTION INCLUDES THE VEHICLE'S BODY AND RELATED EXTERIOR PARTS. PLEASE TOUCH THE APPROPRIATE AREA IN WHICH THE PROBLEM IS OCCURRING.

**BODY PANELS FIT AND FINISH.**

- BODY PANELS FIT AND FINISH.
- EXTERIOR SEALS (DOORS, SUNROOF, TRUNK, ETC.)
- PLASTIC TRIM AND MOLDINGS.
- EXTERIOR MIRRORS, HANDLES, LOCKS AND BUTTONS.
- WHEELS OR SPARE WHEEL CARRIERS.
- PAINT AND / OR CLEARCOAT.
- REMOVEABLE HARDTOP / SOFT TOP CONVERTABLE.
- WINDSHIELD OR WINDOWS.
- EXTERIOR LIGHTS OR LIGHT COVERS.

**UN SCHEDULED MAINTENANCE:**

TOUCH THE BOX OR BOXES NEXT TO THE APPROPRIATE SERVICES YOU WOULD LIKE PERFORMED. PLEASE REFER TO YOUR VEHICLE'S MAINTENANCE SCHEDULE BOOKLET FOR MORE INFORMATION OF THE SERVICES BELOW. OR YOU CAN REQUEST A MAINTENANCE SHEET FROM ONE OF THE ASSISTANTS ON THE SERVICE AISLE.

- |  |          |
|--|----------|
| <input type="checkbox"/> EVERY 3000 MILES:           | \$ 35.00 |
| <input type="checkbox"/> EVERY 6000 MILES:           | \$ 55.00 |
| <input type="checkbox"/> EVERY 15,000 MILES:         | \$ 85.00 |
| <input type="checkbox"/> EVERY 30,000 MILES:         | \$100.00 |
| <input type="checkbox"/> EVERY 60,000 MILES:         | \$125.00 |
| <input type="checkbox"/> VEHICLE ALIGNMENT, 2 WHEEL: | \$ 35.00 |
| <input type="checkbox"/> VEHICLE ALIGNMENT, 4 WHEEL: | \$ 75.00 |
| <input type="checkbox"/> VEHICLE INSPECTION:         | \$35.00  |

**Fig. 21C****Fig. 21D**

-VEHICLE EXTERIOR: \_\_\_\_\_

TOUCH THE LOCATION ON THE GRAPHIC BELOW TO SHOW THE LOCATION OF THE PROBLEM.

TOP VIEW

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

CLEAR DOT

-PROBLEM LOCATIONS: \_\_\_\_\_

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

EXTERIOR LOCATIONS: \_\_\_\_\_

EXTERIOR LIGHT.  
 EXTERIOR LIGHT COVER

**Fig. 21F****Fig. 21E**

**VEHICLE INTERIOR:** \_\_\_\_\_

THIS SECTION INCLUDES THE VEHICLE'S INTERIOR AND TRUNK AREA. PLEASE TOUCH THE APPROPRIATE NUMBER IN WHICH THE PROBLEM IS OCCURRING.

**PROBLEM LOCATION:** \_\_\_\_\_

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

**INTERIOR LOCATIONS:** \_\_\_\_\_

INTERIOR LIGHT.  
 INTERIOR INSTRUMENT LIGHT.

**OK**    **BACK**    **HELP**

**VEHICLE INTERIOR:** \_\_\_\_\_

THIS SECTION INCLUDES THE VEHICLE'S INTERIOR AND TRUNK AREA. PLEASE TOUCH THE APPROPRIATE NUMBER IN WHICH THE PROBLEM IS OCCURRING.

**INTERIOR LOCATIONS:** \_\_\_\_\_

SEATS OR SEAT CUSHIONS.  
 CARPETING OR FLOOR MATS.  
 DOOR PANELS OR INTERIOR SIDE PANELS.  
 INTERIOR TRIM OR HEADLINER.  
 DASH PANEL OR INSTRUMENT PANEL.  
 INTERIOR KNOBS, HANDLES AND LATCHES.  
 INTERIOR SWITCHES, BUTTONS, LOCKS AND SLIDES.  
 WINDSHIELD OR WINDOWS.  
 INTERIOR LIGHTING, INSTRUMENT PANEL LIGHTING.

**OK**    **BACK**    **HELP**

**Fig. 21G**

**Fig. 21H**

**PROBLEM DESCRIPTION:** \_\_\_\_\_

TOUCH THE BOX OR BOXES NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBES THE PROBLEM.

<input type="checkbox"/> SCRATCHED	<input type="checkbox"/> OUT OF ADJUSTMENT
<input type="checkbox"/> MISSING	<input type="checkbox"/> BROKEN
<input type="checkbox"/> LEAKS AIR	<input type="checkbox"/> CRACKED
<input type="checkbox"/> LEAKS WATER	<input type="checkbox"/> WARPED
<input type="checkbox"/> TORN	<input type="checkbox"/> LOOSE
<input type="checkbox"/> BLEMISHED	<input type="checkbox"/> COLORFADES
<input type="checkbox"/> LIFT MECHANISM	<input type="checkbox"/> PEELING
<input type="checkbox"/> FOLD MECHANISM	<input type="checkbox"/> PITTED
<input type="checkbox"/> WONT LOCK / UNLOCK	<input type="checkbox"/> DOESN'T WORK
<input type="checkbox"/> NONE OF THE ABOVE	

**OK**      **BACK**      **HELP**

Fig. 21J

**VEHICLE INTERIOR:** \_\_\_\_\_

TOUCH THE LOCATION ON THE GRAPHIC BELOW TO SHOW THE LOCATION OF THE PROBLEM.

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

**CLEAR DOT**

**OK**      **BACK**      **HELP**

Fig. 21I

**NEW / USED CAR INTERNAL:**

IF YOU HAVE A "NEW CAR INTERNAL REPAIR ORDER", PRESS ONE. IF YOU HAVE A "USED CAR INTERNAL REPAIR ORDER", PRESS TWO. PLEASE PLACE THE REPAIR ORDER ON THE DASHBOARD OF YOUR VEHICLE.

NEW CAR INTERNAL.  
 USED CAR INTERNAL.

**OK**    **BACK**    **HELP**

**SPECIAL ORDER / RECALL NOTICE:**

IF YOU HAVE RECEIVED NOTIFICATION REGARDING AN ORDERED PART, TOUCH ONE. IF YOU HAVE RECEIVED A MANUFACTURER'S RECALL NOTICE REGARDING YOUR VEHICLE, TOUCH TWO. PLEASE PLACE THE NOTICE ON THE DASHBOARD AREA OF YOUR VEHICLE FOR THE SERVICE TECHNICIAN.

SPECIAL ORDER PARTS NOTICE.  
 MANUFACTURE'S RECALL NOTICE.

**OK**    **BACK**    **HELP**

**Fig. 21L****Fig. 21K**

**THINGS YOU SEE:**  TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

SCRATCHED       OUT OF ADJUSTMENT  
 MISSING       BROKEN  
 LEAKS AIR       CRACKED  
 LEAKS WATER       WARPED  
 TORN       LOOSE  
 BLEMISHED       COLOR FADES  
 LIFT MECHANISM       PEELING  
 FOLD MECHANISM       PITTED  
 WONT LOCK / UNLOCK       DOESN'T WORK  
 NONE OF THE ABOVE

BACK       HELP  
 OK

THIS SECTION OFFERS YOU A GENERAL DESCRIPTION OF THE VEHICLE'S PROBLEM AND PROVIDES THE TECHNICIAN WITH VITAL INFORMATION TO BEGIN A SUCCESSFUL REPAIR. IF YOU CAN'T FIND YOUR VEHICLE'S SYMPTOM IN THE MAIN MENU, PROCEED TO THE NEXT SCREEN BY TOUCHING **OK** BELOW, OR SEE YOUR SERVICE ADVISOR.

THERE ARE FOUR MAIN SENSES YOU HAVE THAT INDICATE A PROBLEM WITH YOUR VEHICLE. PLEASE CHOOSE THE MOST APPROPRIATE SENSE BELOW.

1. THINGS YOU SEE.  
 2. THINGS YOU HEAR.  
 3. THINGS YOU SMELL.  
 4. THINGS YOU FEEL.

1     2     3     4     BACK     HELP

**Fig. 21M**

**Fig. 21N**

-THINGS YOU HEAR: \_\_\_\_\_

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

SQUEAK       TAP       CLICK GRIND       GROWL       KNOCK       METAL CLANG       RUMBLE       NONE OF THE ABOVE

RATTLE       WHISTLE       HUM       BUZZ       CHIRP       SQUEAL       CLUNK

BURNING SMELL       MUSTY ODOR       RAW FUEL SMELL       ROTTEN-EGG SMELL       EXHAUST LEAK       ENGINE COOLANT SMELL       BURNING BRAKE SMELL       BURNING CLUTCH SMELL       BURNING RUBBER SMELL       NONE OF THE ABOVE SYMPTOMS.

-THINGS YOU SMELL: \_\_\_\_\_

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

BURNING SMELL       MUSTY ODOR       RAW FUEL SMELL       ROTTEN-EGG SMELL       EXHAUST LEAK       ENGINE COOLANT SMELL       BURNING BRAKE SMELL       BURNING CLUTCH SMELL       BURNING RUBBER SMELL       NONE OF THE ABOVE SYMPTOMS.

**Fig. 210**

**Fig. 21P**

**THINGS YOU FEEL:** \_\_\_\_\_

LISTED BELOW ARE EXAMPLES OF VIBRATIONS COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBE THE VIBRATION(S) YOU ARE FEELING.

- SHAKING
- THUMPING
- TREMBLING
- BOOM
- BUZZING
- CLUNK
- CHATTER
- SHUDDER
- PULSATON
- MOAN
- ROUGHNESS
- TINGLING
- RUMBLE
- SHIMMY
- NONE OF THE ABOVE

**OK**      **BACK**      **HELP**

**Fig. 21Q**

**WHEN DOES IT HAPPEN:** \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOMS ?  
TOUCH THE APPROPRIATE BOX OR BOXES.

- WHEN THE VEHICLE IS:** \_\_\_\_\_
- ACCELERATING
  - SLOWING DOWN OR STOPPING
  - TURNING ON PAVED ROADS
  - TURNING ON DIRT ROADS
  - DOESN'T MATTER

- WHEN THE VEHICLE SPEED IS:** \_\_\_\_\_
- NOT MOVING
  - 0 TO 10 MPH
  - 10 TO 35 MPH
  - 35 TO 50 MPH
  - OVER 55 MPH

**OK**      **BACK**      **HELP**

**Fig. 21R**

GENERAL QUESTIONS:

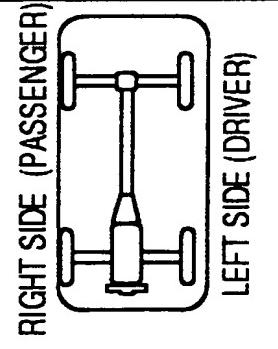
AT JACK'S BMW WE ARE COMMITTED TO GIVING TO YOU THE BEST POSSIBLE SERVICE AND CORRECT REPAIR THE FIRST TIME. PLEASE HELP US BY ANSWERING THE FOLLOWING QUESTIONS. TOUCH THE APPROPRIATE BOX FOR EACH QUESTION.

OK     BACK     HELP

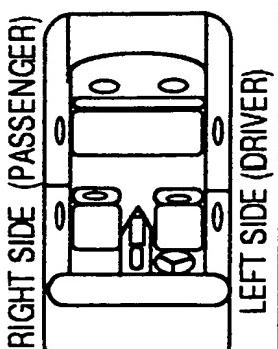
WHERE IS IT COMING FROM:

PLEASE INDICATE THE APPROPRIATE AREA THE NOISE AND/OR VIBRATION SEEMS TO COME FROM TOUCH THE LOCATION OF THE PROBLEM ON THE APPROPRIATE ILLUSTRATION.

INSIDE THE VEHICLE    UNDER THE VEHICLE

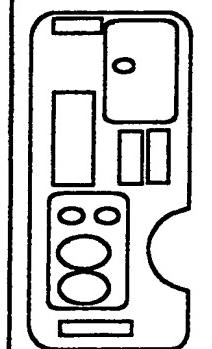
RIGHT SIDE (PASSENGER)        LEFT SIDE (DRIVER)

CLEAR DOT

RIGHT SIDE (PASSENGER)        LEFT SIDE (DRIVER)

CLEAR DOT

ON THE DASH

    CLEAR DOT

OK     BACK     HELP

Fig. 22A

Fig. 21S

-OTHER SYMPTOMS: \_\_\_\_\_

PLEASE TELL US ABOUT THE SYMPTOMS.

HOW OFTEN DOES THE SYMPTOM SHOW UP:

ALWAYS     OSOMETIMES     ORARELY

RETURN PROBLEM: \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES.

HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON:

ONCE     OTWICE     OTHREE TIMES AND OVER

APPROXIMATELY HOW LONG AGO:

A FEW DAYS AGO     OA WEEK TO TWO WEEKS  
 OA FEW WEEKS     OMONTN AGO

HAS THE PROBLEM BEEN LOOKED AT BY ANYONE OTHER THAN THIS SERVICES DEPARTMENT:

YES     NO

OK    BACK    HELP

-OTHER SYMPTOMS: \_\_\_\_\_

WHEN DID THE PROBLEM BEGIN:

AFTER LAST REPAIR     JUST STARTED  
 OA FEW DAYS AGO     OMORE THAN A WEEK  
 OA FEW WEEKS     OMORE THAN A MONTH AGO

HAS THE PROBLEM BEEN WORKED ON BEFORE:

YES     NO

WHEN THE PROBLEM OCCURES, THE WEATHER IS:

OHOT     OHUMID OR RAINY     OCOLD  
 OFREEZING COLD     ODOESN'T MATTER

OK    BACK    HELP

Fig. 22C

Fig. 22B

**-UN SCHEDULED SERVICES:**

WOULD YOU LIKE ANY OF THE FOLLOWING UNSCHEDULED SERVICES TO BE PERFORMED.

<input type="checkbox"/> COMPUTERIZED VEHICLE ALIGNMENT (EXTENDS TIRE LIFE, IMPROVES HANDLING)	\$ 95.00
<input type="checkbox"/> LUBE, OIL AND FILTER CHANGE (EXTENDS THE LIFE OF THE ENGINE AND SUSPENSION PARTS)	\$ 45.00
<input type="checkbox"/> MINOR TUNE-UP (IMPROVES FUEL MILAGE AND GIVES QUICKER STARTS)	\$ 50.00
<input type="checkbox"/> VEHICLE DETAIL AND WASH (IMPROVES YOUR VEHICLE'S APPEARANCE)	\$25.00

**OK**    **BACK**    **HELP**

**-ADDITIONAL PROBLEMS:**

DO YOU HAVE ANY ADDITIONAL VEHICLE PROBLEMS OR MAINTENANCE REQUIREMENTS YOU WOULD LIKE TO HAVE ADDRESSED TODAY.

**ADD SYMPTOM**

**DONE**    **BACK**

**Fig. 24****Fig. 23**

<p><b>YOUR REPAIR ORDER:</b></p> <p>LOOK OVER THE FOLLOWING PANELS. THEY HOLD A SUMMARY OF THE INFORMATION YOU JUST ENTERED. IF THE DESCRIPTIONS DON'T LOOK CORRECT TOUCH THE MODIFY BUTTON. IF YOU WANT TO DELETE ONE TOUCH DELETE.</p>	<p>USE THE "PREVIOUS" AND "NEXT" BUTTONS, BELOW, TO VIEW ITEMS NOT SHOWN.</p> <p><input type="button" value="MODIFY"/> <input type="button" value="DELETE"/></p>	<p>SCHEDULED MAINTENANCE AT: 12,000 MILES--</p> <p><input type="button" value="MODIFY"/> <input type="button" value="DELETE"/></p>	<p><input type="button" value="PREVIOUS"/> <input type="button" value="NEXT"/></p> <p><input type="button" value="OK"/> <input type="button" value="BACK"/> <input type="button" value="HELP"/></p>
--	--	--	---

<p><b>YOUR REPAIR ORDER:</b></p> <p>LOOK OVER THE FOLLOWING PANELS. THEY HOLD A SUMMARY OF THE INFORMATION YOU JUST ENTERED. IF THE DESCRIPTIONS DON'T LOOK CORRECT TOUCH THE MODIFY BUTTON. IF YOU WANT TO DELETE ONE TOUCH DELETE.</p>	<p>USE THE "PREVIOUS" AND "NEXT" BUTTONS, BELOW, TO VIEW ITEMS NOT SHOWN.</p> <p><input type="button" value="MODIFY"/> <input type="button" value="DELETE"/></p> <p><input type="button" value="VIBRATIONS"/></p>	<p>IT OCCURS WHEN THE VEHICLE IS: MOVING-MOST LIKELY OCCURS WHEN I AM: CRUISING AT A CONSTANT SPEED.- AT WHAT SPEED(MPH): 20 TO 45 - SECTION B2 WAS CHOSEN FOR THE VEHICLE'S DASH. - HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS - WHEN DID THE PROBLEM BEGIN: JUST STARTED - HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: ONCE -- APPROXIMATELY HOW LONG AGO: A FEW DAYS AGO --</p> <p><input type="button" value="NEXT"/> <input type="button" value="PREVIOUS"/></p> <p><input type="button" value="OK"/> <input type="button" value="BACK"/> <input type="button" value="HELP"/></p>
--	---	---

**Fig. 25A****Fig. 25B**

**ESTIMATED REPAIR COSTS:**

THE ESTIMATED MAINTENANCE COST IS  
AS FOLLOWS:

TOTAL:	\$ 0.00
--------	---------

PLEASE KEEP IN MIND THE ACTUAL COSTS MAY  
BE HIGHER OR LOWER THAN THE ESTIMATE.  
WE WILL CONTACT YOU IF THE COST OF  
THE REPAIR IS HIGHER THAN THE ESTIMATE.

OK     BACK     HELP

**VEHICLE ESTIMATE AND PICK-UP TIME:**

YOUR PERSONAL SERVICE ADVISOR IS:  
HE OR SHE WILL CONTACT YOU AND PROVIDE  
YOU WITH ANY ESTIMATED REPAIR COSTS AND  
PICK-UP TIME FOR YOUR VEHICLE. IF YOU PREFER  
AN APPROXIMATE COST AND PICK-UP TIME NOW,  
SEE YOUR SERVICE ADVISOR AFTER COMPLETING  
YOUR REPAIR ORDER. PLEASE CHOOSE YOUR  
OPTION BELOW.

PLEASE CONTACT ME  
 I WOULD LIKE TO SEE THE ADVISOR.

OK     BACK     HELP

**Fig. 26**

**Fig. 27**

**PLEASE ACKNOWLEDGE THE FOLLOWING:**

I HEREBY AUTHORIZE THE REPAIR WORK HERE SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT (DEALER) IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND /OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/ OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

A STORAGE FEE OF NOT MORE THAN TEN DOLLARS PER DAY, BEGINNING ON THE FORTH DAY, MAY BE CHARGED IF A MOTOR VEHICLE IS NOT REMOVED WITHIN THREE DAYS AFTER THE CUSTOMER IS NOTIFIED THAT REPAIRS HAVE BEEN COMPLETED, EXCLUDING SATURDAYS, SUNDAYS AND LEGAL HOLIDAYS. TERMS: STRICTLY CASH CHECK OR APPROVED CREDIT CARD.

CUSTOMER ACKNOWLEDGES RECEIPT HEREOF:  
PLEASE SIGN HERE:

  
ERASE SIGNATURE

OK     BACK     HELP

**Fig. 28****KEY DEPOSITING INSTRUCTIONS:**

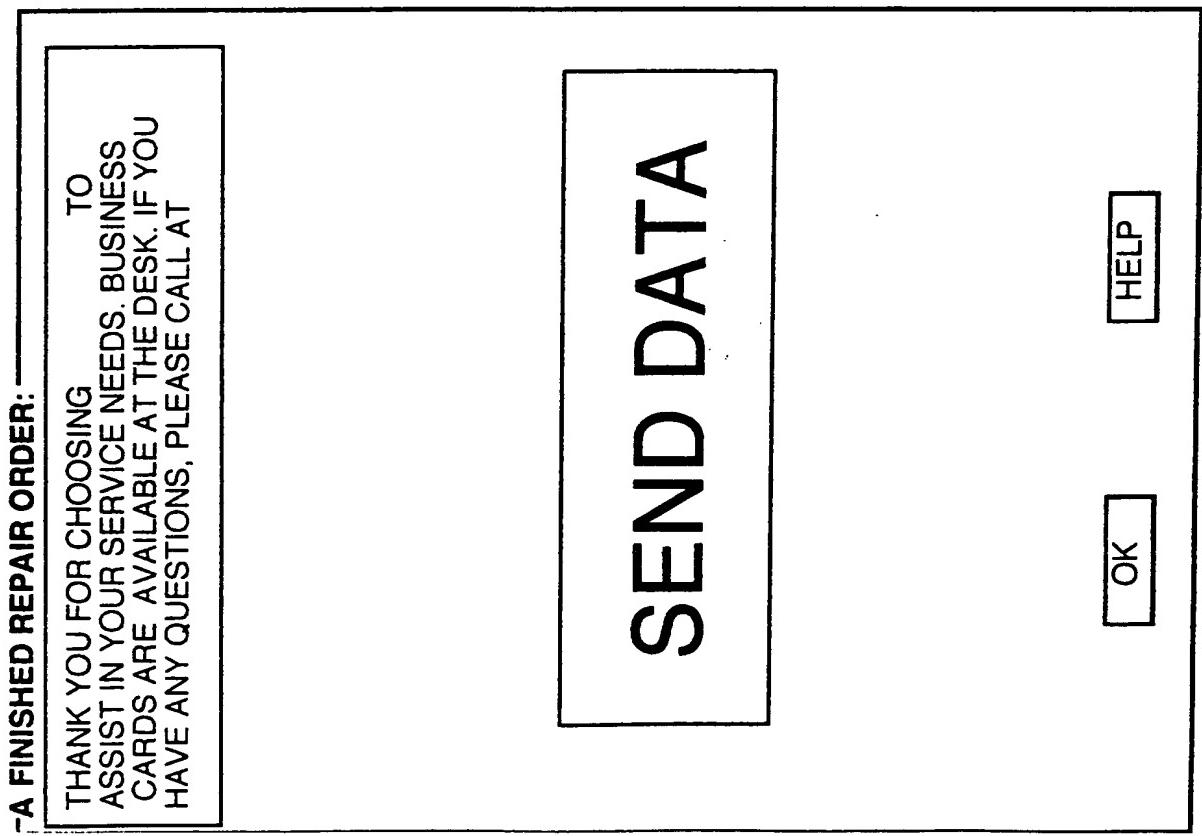
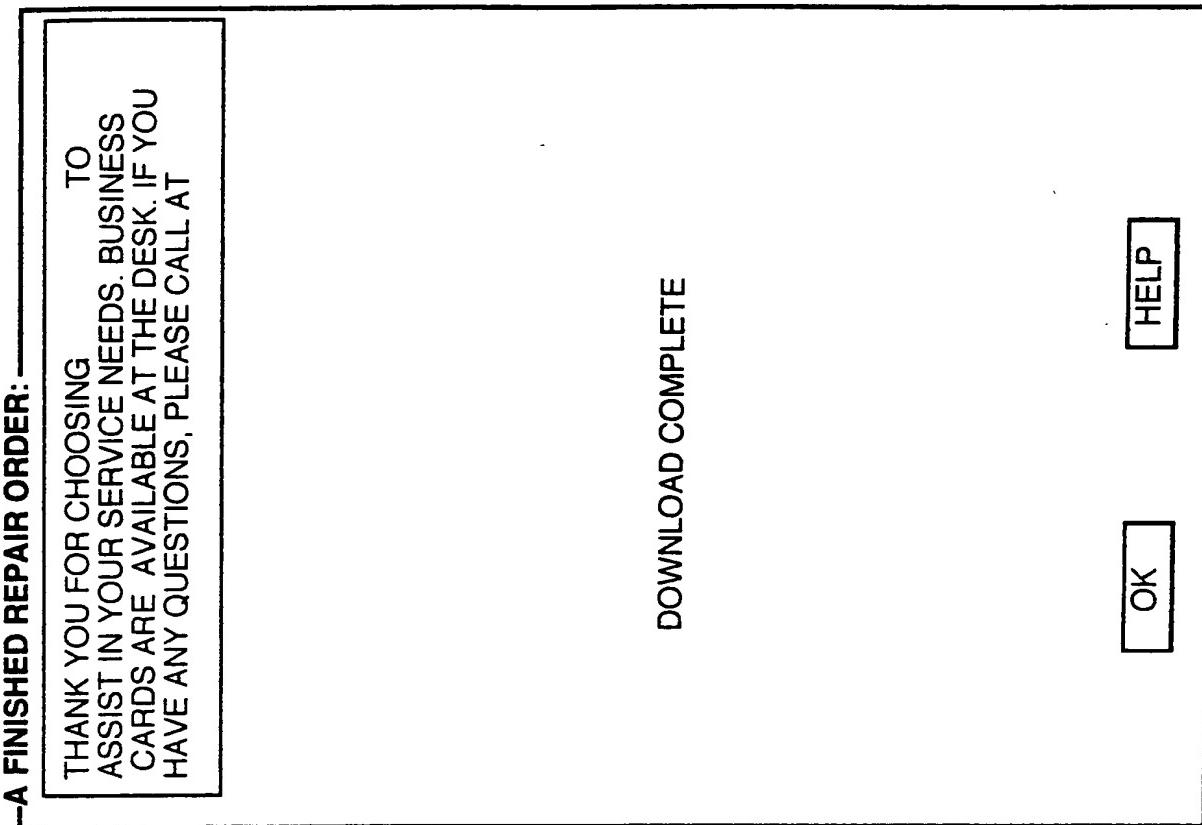
PLEASE DEPOSIT YOUR VEHICLE'S KEYS IN THE ENVELOPE PROVIDED. TEAR OFF THE ATTACHED RECEIPT AND PUT THE ENVELOPE IN THE IDENTIFIED LOCKING RECEPTACLE.

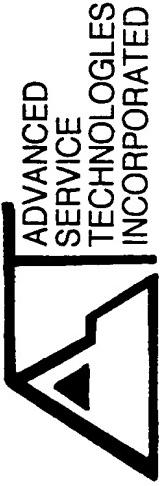
OK     BACK     HELP

**Fig. 29**

<p>WAIT/ DROP OFF / LOANER SCREEN:</p> <p>PLEASE ANSWER THE FOLLOWING QUESTIONS SO WE CAN PREPARE FOR YOU.</p>	<p>ARE YOU WAITING FOR YOUR VEHICLE: —</p> <p><input type="radio"/> YES <input checked="" type="radio"/> NO</p>	<p>WOULD YOU LIKE A LOANER VEHICLE: —</p> <p><input type="radio"/> YES <input checked="" type="radio"/> NO</p>	<p>WOULD YOU LIKE TO RECEIVE THE REPLACED PARTS.</p> <p><input type="radio"/> YES <input checked="" type="radio"/> NO</p>	<p><input type="button"/> OK <input type="button"/> BACK <input type="button"/> HELP</p>
--	---	--	---	--

**Fig. 30**





## REPAIR ESTIMATE

CONTROL NO. 553

DATE: 7/13/98

TIME: 7:54:15 PM

VEHICLE: DESCRIPTION: DODGE RAM 350, FOREST GREEN, 2001 MILEAGE: 33225 VIN: 1C3456789 PLATE: BRT-1234

CUSTOMER: NAME: JOHN DOE PHONE #1: (303)333-4444

ADDRESS: 1234 HIS WAY ST. CITY/ST/ZIP: ANYTOWN, USA 12345

### **ANTI-LOCK BRAKE SYSTEM**

ANTI-LOCK BRAKE LIGHT IS ON CONSTANTLY.  
ANTI-LOCK BRAKE LIGHT IS ON INTERMITTENTLY.  
WHEN I BRAKE UNDER THE FOLLOWING CONDITIONS: NORMAL BRAKING ON DRY PAVED ROADS.  
WHEN MY VEHICLE'S ENGINE TEMPERATURE READS: NORMAL  
HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS  
WHEN DID THE PROBLEM BEGIN: JUST STARTED  
SHOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: THREE TIMES AND OVER  
APPROXIMATELY HOW LONG AGO: A FEW DAYS AGO  
**ELECTRICALLY OPERATED COMPONENTS**

INTERIOR LIGHT(S)  
WARNING GUAGES OR LIGHTS.  
HORN OR CIGAR LIGHTER / POWER SOCKET.  
WHAT DID YOU NOTICE: CRACKED  
WHAT DID YOU NOTICE: WARPED  
WHAT DID YOU NOTICE: LOOSE  
WHEN I START THE VEHICLE.  
WHEN I TRY TO SET THE CONTROL.  
WHEN I OPEN A DRIVER-SIDE DOOR.  
WHEN I TURN THE HEAD LIGHTS ON.  
SECTION C3 WAS CHOSEN FOR THE ELECTRICAL PROBLEM LOCATION.  
HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS  
WHEN DID THE PROBLEM BEGIN: JUST STARTED  
HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: THREE TIMES AND OVER  
APPROXIMATELY HOW LONG AGO: A WEEK TO TWO WEEKS  
(CONTINUED ON FIG. 32B)

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**Fig. 32A**

(CONTINUED FROM FIG. 32A)

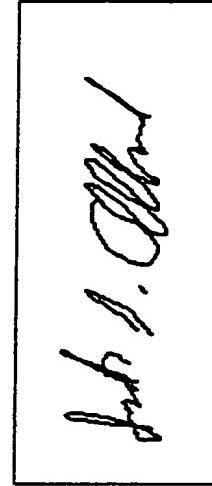
**STEERING SYSTEM**

VEHICLE PULLS RIGHT WHILE DRIVING.  
VEHICLE PULLS LEFT WHILE DRIVING  
VEHICLE WANDERS LEFT OR RIGHT WHILE DRIVING.

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TOTAL PARTS: \_\_\_\_\_ TOTAL LABOR: \_\_\_\_\_ MATERIALS COST \_\_\_\_\_ TAX \_\_\_\_\_ GRAND TOTAL \_\_\_\_\_

**AUTHORIZATION:** I AUTHORIZE THE ABOVE WORK TO BE PERFORMED AND AGREE TO THE TERMS OF THIS REPAIR ORDER. FURTHERMORE, I RELEASE ANY AND ALL LIABILITY TO **RPM ENTERPRISES, INC.** ON THE ABOVE VEHICLE INCLUDING, BUT NOT LIMITED TO: DAMAGE, THEFT, FAILURE OF RELATED REPAIR ITEMS, AND EXPRESSED OR IMPLIED WARRANTY OF ALL INSTALLED PARTS.



SIGNATURE:

**Fig. 32B**

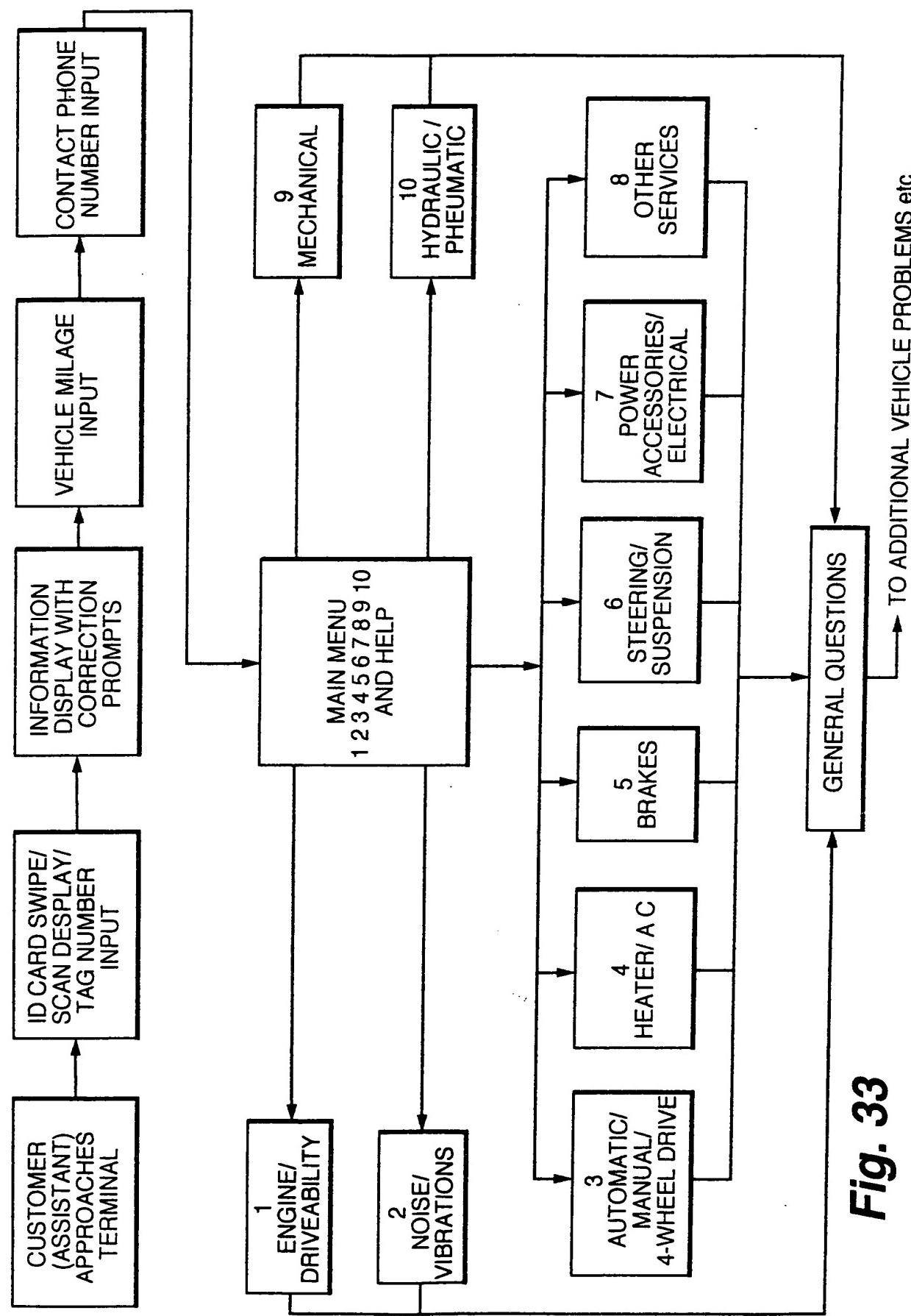


Fig. 33